Scott County Public Service Authority

Rules and Regulations

Adjustment of Bills for Water Leaks

1. When a leak occurs on the customer side of a PSA service meter that causes the metered water usage in any month to exceed three times the customer’s normal usage\*, then upon the customer’s request the PSA will adjust the customer’s bill.
2. Adjustments may be applied to no more than two consecutive months.
3. Adjustments will be limited to one adjustment per running12-month period, unless the customer’s entire service line is replaced, as verified by the PSA.
4. When an adjustment is made, the revised bill(s) for water will be the customer’s average bill\*\* plus $2 per 1000 gallons or the wholesale cost of the volume of water used, whichever is greater, over the minimum volume. If the leaked water did not enter the PSA sewer system, then the revised sewer bill will be the customer’s average bill. If the leak did enter the PSA sewer system, then an additional charge of $1 per 1000 gallons will apply to the sewer bill.

\* *Normal usage* is the customer’s average monthly water usage during the six consecutive months immediately prior to the first month in which water usage was high.

\*\*The *average bill* is the monthly billed amount based on normal usage as defined above.