

CITY OF GRIFFIN
WATER/WASTEWATER BROKEN PIPE ADJUSTMENT POLICY

The following policy is applicable only to those customers designated as City of Griffin Water and Wastewater customers and is not applicable to contract customers:

1. Excessive water use caused by a leak, not the fault of the City of Griffin, is to be adjusted by one half the amount in excess of the customer's normal usage. An occurrence may entail two consecutive months but no more than two months. The adjustment will be issued upon proof of repair. One adjustment is allowed per twelve months.
2. Excessive sewer use caused by a water leak, not the fault of the City of Griffin, that does not flow into the sewer line, is to be adjusted by the amount of water in excess of the customer's normal usage. An occurrence may entail two consecutive months but no more than two months. The adjustment will be issued upon proof of repair. One adjustment is allowed per twelve months.
3. Excessive sewer usage caused by a leak, not the fault of the City of Griffin, that does flow into the sewer line, is to be adjusted by one half the amount of water in excess of the customer's normal usage. An occurrence may entail two consecutive months but no more than two months. The adjustment will be issued upon proof of repair. One adjustment is allowed per twelve months.
4. Payment plans for customer with high bills due to leaks, that are not the fault of the City of Griffin, are permissible with no penalties added for late payment. Payment plan must be approved by the Finance Director.
5. Adjustments other than the above must be approved by the Water & Wastewater Director and Finance Director and signed by both Department Managers.
6. Hardship case: Upon proof that income is in the low level income bracket, the adjustment will be increased to three-fourths with all other conditions in item 1-5 applicable.
7. Customer with good payment record may have their late penalty waived, at their request. One time per twelve month period.

Approved by Board of Commissioners on May 22, 1999.