

BROKEN PIPE ADJUSTMENT POLICY

The following terms are applicable to City of Griffin and SCWSFA water and sewer customers:

a) For Residential Customers:

- i. 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.
- ii. Sewer charges attributed to 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.
- iii. Sewer charges attributed to a water 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.
- iv. Customers may obtain one (1) broken pipe adjustment per twelve months per connection.
- v. 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 plans must be approved by the Customer Service Manager.
- vi. Hardship: Upon proof that the customer's household income is in the low-level income bracket, the broken pipe adjustment will be increased to equal the customer's previous twelve-month billing period monthly average. Customers who believe they may qualify should speak with the Customer Service Manager for more information.
- vii. If a bill becomes late while a customer with a good payment history is in the process of applying for the Broken Pipe Adjustment, then they may have their late penalty waived, at their request.

b) For Commercial Customers:

- i. Commercial water and sewer accounts must opt-in to receive credits associated with the Broken Pipe Adjustment Policy. Failure to opt-in will render the commercial account ineligible for any water or sewer credit associated with broken pipes or service lines that are owned and/or maintained by the customer.

- ii. Commercial accounts that opt-in to the program shall be assessed a monthly fee based on meter size as follows:

Meter Size	Monthly Fee
¾”	\$1.00
1”	\$2.00
2”	\$3.00
6” and larger	\$4.00

- iii. Commercial accounts that opt-in for this policy will be eligible for the same credits as residential accounts, subject to the terms provided in Subsection (a) above, with the exception of Subsection (a)(vi) for “Hardship.”