

**City of Lebanon Leak Protection Program  
And Adjustment Guidelines**

**Effective February 1, 2019**

The City of Lebanon is updating the adjustment policy for residential and commercial customers. We are striving to provide our customers with the most effective services possible. We are implementing a new adjustment program that will service the citizens of the City of Lebanon.

**Water Leak Protection Program/Automatically Enrolled at \$1.00/month (Residential ONLY):**

- Water leak protection for excess water charges resulting from eligible plumbing leaks
- Residential customers are automatically enrolled in the program
- Customers can decide to decline the program and accept full responsibility for water bills resulting from eligible plumbing leaks.
- Please refer to our leak adjustment guidelines and qualifications for leak adjustment

Each residential customer will automatically be enrolled in the program. The fee for residential customers will be \$1.00 per month, added to the utility bill if the City of Lebanon provides the customer with water/sewer services. Please note that any residential customer may decline to participate in the Leak Program by calling our office at 615-444-6300, or email our office at [customerservice@lebanontn.org](mailto:customerservice@lebanontn.org). Any customer that declines to participate in the program their account will be noted, and the customer will be responsible for the full amount of the water/sewer bill, with NO adjustment for leaks being made.

There are 3 identified reasons for utility adjustments:

1. Meter reading errors
  2. Water leak adjustments
  3. New construction of a swimming pool/replaced liner of swimming pool
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1. Meter reading error adjustments – adjustments for meter reading errors are made as needed and are approved by the Utilities Supervisor and/or Commissioner of Finance.
  2. Water leak adjustments – water leak adjustments are made once per year, per meter. If the customer participates in the Water Leak Protection Program, the customer will be eligible for an adjustment (see guidelines). The City of Lebanon Utilities department will adjust the water and sewer down to what an average utility bill is for the specific meter. Customer must provide proof the leak has been repaired.
  3. New construction swimming pool adjustments – swimming pool adjustments are made once per 12-month period. Must be a new construction permanent pool or replacing a liner for a permanent pool. Customer must provide proof of the new construction/liner replacement. The City of Lebanon Utilities department will adjust the sewer portion of the bill only and will adjust the sewer down to what an average utility bill is for the specific meter. The adjustment would be for the month of water usage when the pool/liner was installed.

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**Water Leak Adjustment Guidelines for Residential Customers**

1. All requests for billing adjustments must be made through the City of Utilities office. The customer has to be enrolled in the Leak Adjustment Program. The customer will need to sign and fill out a Leak Repair Certificate and show proof that the leak has been repaired (receipt for plumbing company, receipt for parts purchased to repair leak).
2. All water which passes through a water meter shall be purchased by the customer. Customers are responsible for keeping the plumbing repaired and in good working condition. Failure to make timely repairs may disqualify a customer from a leak adjustment. The City of Lebanon Utilities is not, however, responsible for nor obligated to detect leaks on the customers' side of the water meter.
3. A water leak is determined as any unforeseen circumstance that has caused your water usage to increase more than your normal usage. The water loss could be underground, in the house, within the walls, under the floor or otherwise concealed and may not be resulting from the fault of the customer.  
No adjustment will be made for:
  - a. Watering lawns or gardens
  - b. Adding water to swimming pools
  - c. Washing cars
  - d. Premises left or abandoned without reasonable care for the plumbing system
  - e. Water left on outside (spigots, water hose, etc.) either by accident or intentionally
  - f. Other water use not related to a leak
4. No customer shall receive more than one leak adjustment per a 12-month period, beginning on the date on which the adjustment is processed. Only 2 months will be adjusted off of the customers utility bill (the first and second month showing the water leak).
5. Before the City of Lebanon will consider making a leak adjustment, the water/sewer bill must be two times the customer's average water/sewer bill. The average bill will vary per location.
6. The City of Lebanon Utilities will not be obligated to make adjustments on any bills not submitted within 90 days from the billing date of the first bill showing a water leak.
7. This policy will amend Ord 16-5117, regarding the sewer cap policy for residential customers receiving a cap of \$120.00 for the months of June-November billing. We want to hereby amend the sewer cap months to include June, July, August and September, leaving the sewer cap at \$120.00 for those months billed.

**Residential Leak Adjustment with Example:**

1 <sup>st</sup> High Water Portion: \$94.63	Avg Water Portion: \$27.43	Adjustment: \$67.20
1 <sup>st</sup> High Sewer Portion: \$99.94	Avg Sewer Portion: \$29.17	Adjustment: \$70.77

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**Water leak Adjustment Guidelines for Commercial Customers**

1. All requests for billing adjustments must be made through the City of Utilities office. The customer will need to sign and fill out a Leak Repair Certificate and show proof that the leak has been repaired (receipt for plumbing company, receipt for parts purchased to repair leak).
2. All water which passes through a water meter shall be purchased by the customer. Customers are responsible for keeping the plumbing repaired and in good working condition. Failure to make timely repairs may disqualify a customer from a leak adjustment. The City of Lebanon Utilities is not, however, responsible for nor obligated to detect leaks on the customers' side of the water meter.
3. A water leak is determined as any unforeseen circumstance that has caused your water usage to increase more than your normal usage. The water loss could be underground, in the building, within the walls, under the floor or otherwise concealed and may not be resulting from the fault of the customer.  
No adjustment will be made for:
  - a. Watering lawns or gardens/Irrigating
  - b. Adding water to swimming pools
  - c. Washing cars
  - d. Premises left or abandoned without reasonable care for the plumbing system
  - e. Water left on outside (spigots, water hose, etc.) either by accident or intentionally
  - f. Other water use not related to a leak
4. No customer shall receive more than one leak adjustment per a 12-month period, beginning on the date on which the adjustment is processed. Only 2 months will be adjusted off of the customers utility bill (the first and second month showing the water leak).
5. The City of Lebanon Utilities will not be obligated to make adjustments on any bills not submitted within 90 days from the billing date of the first bill showing a water leak.
6. The adjustment policy for commercial accounts will be calculated as follows:
  - a. The City of Lebanon Utilities will use the 3 previous months water/sewer bills to calculate an average water/sewer bill for the customer (prior to the leak/high usage).
  - b. The average will be subtracted from the first high water/sewer portion. The City of Lebanon will take 50% off the remaining total after an average water/sewer amount is subtracted. The customer will be responsible for the remaining 50% on the first high bill. The second bill will be a 25% adjustment.
  - c. If the leak causes the water to go through the sewer system, the sewer adjustment will be processed the same way the water adjustment is processed.
  - d. If the leak does not go through the sewer, the City of Lebanon Utilities will adjust the sewer portion down to what an average sewer bill is for the customer. The water adjustment will remain the same with taking 50% off after the monthly average is subtracted from the first month's high water portion. The second bill will be a 25% adjustment.
  - e. There will be no sewer cap on commercial accounts.

**Commercial Leak Adjustment Example (Leak Through the Sewer):**

1 <sup>st</sup> High Water Portion: \$94.63	Avg Water: \$27.43	Adjustment: \$33.60
1 <sup>st</sup> High Sewer Portion: \$99.94	Avg Sewer: \$29.17	Adjustment: \$35.39
2 <sup>nd</sup> High Water Portion: \$42.58	Avg Water: \$27.43	Adjustment: \$3.79
2 <sup>nd</sup> High Sewer Portion: \$46.99	Avg Sewer: \$29.17	Adjustment: \$4.46

\*Plus applicable taxes and fees

**Commercial Leak Adjustment Example (Leak in Yard):**

1 <sup>st</sup> High Water Portion: \$94.63	Avg Water: \$23.48	Adjustment: \$35.58
1 <sup>st</sup> High Sewer Portion: \$99.94	Avg Sewer: \$25.02	Adjustment: \$74.92
2 <sup>nd</sup> High Water Portion: \$42.58	Avg Water: \$27.43	Adjustment: \$3.79
2 <sup>nd</sup> High Sewer Portion: \$46.99	Avg Sewer: \$29.17	Adjustment: \$17.82