



# ELECTRIC WATER SEWER STORMWATER

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[www.HANNIBALBPW.org](http://www.HANNIBALBPW.org)



**POLICY:** Water Leak Adjustment      **DEPARTMENT:** Business Office  
**APPROVED:** \_\_\_\_\_      **REVIEWED / REVISED:** 11/10/09

### Guidelines:

Under certain conditions within this policy, a water adjustment may be given to any Customer who has an underground water leak. Before an adjustment will be made, the Customer must have the leak repaired. After the leak is repaired, the Customer should call the Hannibal Board of Public Works (HBPW) Business Office. The HBPW serviceman will read the meter to check that the leak has been repaired.

The adjustment will be given for the usage between the serviceman's reading and the reading from when it appears the leak began. For water leaks, the HBPW assumes half the leak over and above the average bill. The sewer is adjusted to an average bill.

If the leak is within the house or basement, a water leak adjustment is not allowed. However, the HBPW may adjust the sewer if the leak is located in an area where the water would not have drained into the HBPW sewer.

Should multiple service requests (turn-on or turn-off) for the same location be made, the water department supervisor will be informed of the request prior to assigning a water crew. The water supervisor will examine the episode, and at his discretion, may apply an additional service charge during regular business for multiple calls. Should the caller agree to install a private shutoff valve, the service charge may be waived.

### Originated / Revised History

- Originated – 07/08/92
- Revision 1 – 10/14/09
- Revision 2 – 11/10/09