

CITY OF TOLEDO

Water Leakage Policy

Effective Date January 1, 2008

Ordinance No. 565

City Code – 8.4.60

When any water user, in any given billing period, because of a broken water pipe on his/her property, has used according to his/her meter an amount of water which is *more than double the average amount of water per billing period which had been used on such premises during the past year or length of occupancy, whichever is less*, he/she may apply to the City Clerk's Office in writing for an adjustment. If the property owner reports that there are broken water pipes on his/her premises which have caused the high consumption of water and if this is verified by inspections by public works employees, a request for reduction may be brought before council.

WITH COUNCIL APPROVAL, THE EXCESS OVER AVERAGE CONSUMPTION CAUSED BY A BREAKAGE WILL BE CHARGED AT A SPECIAL RATE OF ONE-QUARTER ($\frac{3}{4}$) OF THE CURRENT OVERAGE RATE PER THOUSAND GALLONS (OUT OF CITY LIMIT RATES ARE $1\frac{1}{2}$ TIMES IN CITY LIMITS RATE).

A given piece of property shall be entitled to the benefits of this policy. Unless it appears that continued waste of water is due to a continued negligent failure to repair. *Reductions shall not be permitted on the same water pipe twice if the line was not completely replaced or on account of leaking toilets or other plumbing fixtures.*

The department may discontinue service to any premises if the owner or occupant refuses to make repairs necessary to avoid waste of water. If the resident is not at home and it is observable that water is being lost through leakage, the department at its option may terminate water service and shall leave written notice as to its action and the reason therefore.

In order to obtain a reduction, a property owner must:

1. Apply in writing to the City Clerk's Office.
2. Show proof that the leak existed and has been fixed. Inspection by city personnel and/or plumbing repair costs if problem occurred during non-working hours.
3. An inspection by city personnel of the repaired breakage should still take place at the first available time.
4. The meter reading for the billing period must be more than double the average bill.
5. Council must give approval at their next regularly scheduled meeting.
6. Upon discovery of the leak, immediate action must be taken to repair the problem

1/08 – the current overage rate is \$3.00 per thousand gallons. Out of city limits is \$4.50 per thousand gallons.