

## **Town of Pink Hill**

### **Water Leak Adjustment Policy**

The Town of Pink Hill makes **NO** adjustments for water leaks.

### **Wastewater Leak Adjustment Policy**

1. Wastewater may be adjusted from bill if the customer can provide a statement from a plumber or town employee checks and makes sure the leak did not enter the wastewater system.
2. If it is determined that the leak did not enter the wastewater system, then the Clerk/ Water Clerk will average the last three months of wastewater usage.
3. Customer will be charged all of the water usage and the adjusted wastewater usage.
4. A payment plan can be arranged with the Town by property owners only. Payment plans should not exceed three months.
5. If property is rental property, customer will not be allowed to make payments. If bill exceeds the renter's deposit, entire bill must be paid in full. If property owner takes responsibility for bill, then payments can be arranged with the property owner only.

### **Water Customer Cut Off Valve Policy**

1. New Construction must have a customer cut off valve outside the meter box.
2. Existing customers that have any work on water line from meter to house or to business must install a separate cut off valve outside the meter box.
3. If customer damages the town's curb stop using it to cut water off and on will be responsible for the replacement cost.