

**DEPARTMENT OF PUBLIC WORKS**  
**Engineering Division**  
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## **WATER LEAK POLICY**

### **BEFORE THE METER**

It is the sole responsibility of the property owner to maintain their water service and to ensure it is in proper working order and free of leaks. Water losses (leaks) that occur between the City connection (curb stop) and the water meter shall be the responsibility of the customer or the owner of the property.

Once a leak has been identified, the Water Utility will issue the property owner a 30 day notice to repair the water service unless the leak presents a risk to the public's health, safety or welfare. If the service is not repaired within the 30 days, the property owner will receive a 10 day final notice to repair the water service. If the service has not been repaired after the 10 days, the water service will be disconnected per Wisconsin Public Service Commission (PSC) Code 185.37 until the proper repairs have been made. The Water Utility may grant an extension for good cause provided the leak does not pose a risk to the public's health, safety or welfare. Private lead **and galvanized** service lines shall be fully replaced and not just repaired.

Water loss incurred after expiration of the 30 day notice may be subject to water loss charges. The charges will be determined based on an estimated water loss calculation performed by the Water Utility and will be billed at the current filed rates.

### **AFTER THE METER**

Water losses (leaks) that occur on the premises, which are registered by the water meter, shall be the responsibility of the customer or the owner of the property. It is the sole responsibility of the customer to monitor their metered water and prevent leakage in all piping and fixtures on the premises at and beyond the metering point. The Utility shall inform each customer once per year

of this responsibility and to inform them that any leaks or other losses of water registered by the meter will be billed at the filed rates.

Prior to requesting a bill adjustment for consideration, the following conditions shall be met:

1. Property shall be a residential property with 3 living units or less (100# accounts).
2. Customer had an active water customer portal account prior to the leak event.
3. Customer shall contact the Water Utility to schedule a one (1) hour appointment for a water meter technician to help identify or verify the possible leak(s). This will include an in-house inspection as well as reviewing the consumption history for the property.
4. The meter shall be tested by Water Utility personnel and witnessed by the customer at the Water Utility test lab.
5. The excess water volume for the billing period shall be at least three (3) times the average usage over the previous four quarters, but not less than a 10,000 gallon increase.
6. Customer may be required to submit the claim of loss and/or damage to the customer's property insurer e.g. homeowner's insurance and, if denied, provide the City written evidence of the denial.
7. Customer shall provide documentation that plumbing or appliance at point of water leak has been repaired.
8. Customer shall provide a written request to the Water Utility for a bill adjustment, explaining the details of the loss, justification for the water bill adjustment and the date the property was last occupied or inspected by the owner. Written request shall be received by the Water Utility within 120 days of the bill date in question.

If all of the above conditions have been met, the Public Works and Finance Director, or their designee, will jointly determine if a bill adjustment is appropriate.

Since any credit(s) issued will directly impact all of the Water Utility customers, consideration may be based on whether or not the leak may have resulted from the neglect or carelessness of the owner, agent or tenant. Any credit(s) issued will be per PSC Regulations.