

Water and Sewer Leak Adjustment Policy

On June 9, Christiansburg Town Council established the following policy for the adjustment of high water and sewer bills caused by water leaks on the customer's side of the water meter.



If a customer should use in one billing period an excess of 25% and 3,000 gallons more than their average consumption for the previous three billing periods, and the cause is found to be a leak on the customer's side of the water meter, please follow the policy and procedure outlined below.

Water Bills:

1. The Town shall be notified by the property owner of such leaks as soon as discovered.
2. The property owner shall have such leak repaired at his/her own expense and shall notify the Town of the repairs.
3. If any such leak is repaired within 10 days after the leak is discovered** and the Town is provided with documentation of such repair within 15 days of the repair, then the water bill for the billing period in which it was discovered or incurred shall be adjusted by averaging the consumption with the three previous billing period's consumption. This average consumption will then be billed to the customer at the regular water rates. Please also see item #6.
4. Should the customer fail to have a leak repaired or mitigated within 10 days after discovery, no adjustment will be made.
5. Should the consumption for the billing period in which a leak is discovered not exceed 25% and 3,000 gallons of the average consumption for the three preceding billing periods, no adjustment shall be made.
6. In no case will an adjustment be made which is lower than the minimum charge of providing water to the customer.

Sewer Bills:

1. If leaking water enters the sanitary sewer, the sewer bill will be adjusted if the leak is corrected in accordance with #3 above. In no case will the bill will be less than 50% of the current rate per thousand gallons x the number of gallons used.
2. If leaking water does not enter the sanitary sewer, then the sewer bill will be adjusted by using the average of the three preceding sewer bills. This average consumption will then be billed to the customer at the regular sewer rates.

Additional Guidelines:

1. Bills will not be adjusted for garden hoses breaking nor for spigots left open or turned on by accident.
2. If the customer does not have a consumption history at their current location then the bill may be adjusted based on a calculated average, if deemed reasonable.

**Discovery for purposes of this policy is identification of the actual leak, receipt of high water notice or bill with higher than normal usage from prior periods.

For questions or more information, please call the Finance Department at (540) 382-9519.