



OLD KENTUCKY HOME  
DOORWAY

# City of Bardstovwn

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ART TREASURES IN  
ST. JOSEPH CATHEDRAL

## CREDIT ADJUSTMENTS FOR WATER LEAKS

Credit adjustments are made to give a customer credit on their account due to over-read or over-estimated meters, leaks in the meter box or leaks on a customer's side of the meter, bad dials, bad meters, or billing errors.

If a customer has a leak at their meter on the outlet coupling, the City of Bardstovwn's Water Company should be notified about the leak and the customer's bill may be adjusted. A leak on the inlet coupling side of the meter does not register on the meter, therefore, an adjustment is not needed.

**If the leak is in the customer's lines, we can make a 50% adjustment. This is termed a 50% adjustment because the City will take off half on the leak, not half of the bill.** The customer pays an average of their water bill, plus half of their leakage at the lowest price rate class offered. The City absorbs the other 50% of water loss. Only two (2) leak adjustments will be made. No adjustment will be considered if repairs are not made within six (6) months.

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## LEAK ADJUSTMENT FORM

NAME \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

PHONE NUMBER: Home \_\_\_\_\_ Work \_\_\_\_\_

ACCOUNT NO. \_\_\_\_\_

1. Date repairs were made \_\_\_\_\_
2. Who made the repairs \_\_\_\_\_
3. List of materials used \_\_\_\_\_  
\_\_\_\_\_
4. Exact locations of the leak \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Attach copy of the plumber's statement or bill; if available.

I understand that adjustments are figured by the difference between my average water bill and the bill that the leak registered on. The adjustment is based on the City of Bardstown Water Company assuming 50% of the loss, and I am responsible for the other 50% of the loss, plus the average bill. I further understand that even though an adjustment is to be considered, **I am responsible for the bill and if I should be disconnected for nonpayment, the entire amount plus a reconnect fee must be paid before service will be restored and/or any adjustment made to my account.**

I also understand that during the lifetime of my water service, only two (2) leak adjustments will be permitted. Each of these adjustments may cover a maximum of two (2) billing periods. Before a third adjustment can be considered, the entire water service line from the meter box to my house or structure must be replaced and I must submit evidence of this fact before the third adjustment is given.

I realize that no adjustment will be made until this form (completed in its entirety, signed and dated), is returned to the City of Bardstown's Water Company. No billing adjustments will be considered if not made within six (6) months of the date of repair.

I hereby verify that I have read the information given above, all statements are true and correct, and the excess usage in my plumbing system has now been corrected.

Signed \_\_\_\_\_

Date \_\_\_\_\_