



*Charles Dube, President | Patrick Heiter, Vice President | Michael Metz, Secretary | Don Joffe, Board Member | Anthony Pierce, Board Member
Gary McMillan, General Manager | Marinda Turner, Business Manager | Corley Lauderdale, Field Operations Manager*

Leak Adjustment Policy

Belforest Water System (“BWS”) realizes that large leaks can cost a substantial amount of money and contribute to abnormally high water bills for customers. To mitigate the additional expenses in certain situations, BWS has adopted this leak adjustment policy.

A customer’s water bill may be adjusted when a leak is detected and **repaired**. The appropriate form must be completed and returned to the office. Any adjustment amount over \$100 must be approved by the Board; any adjustment amount under that amount can be processed by office personnel. A customer is limited to one adjustment per three-year time period. No adjustments will be made for leaks on irrigation systems or leaks involving outdoor watering or swimming pools, including pool filling.

BWS completed upgrades to its meter system and customer usage monitoring system in 2025. The new systems notify customers within 24 hours of a leak being detected using customer phone numbers and email addresses on file. Customers have access to their meter readings at any time by setting up an account with H2O Analytics at no charge. BWS has spent additional time and money publicizing the new system and informing customers of the importance of keeping their contact information current.

When a customer is notified by our notification system, a customer has 30 days to accomplish repairs. A leak adjustment will only be made to the billing cycle prior to the notification and for the 30-day time frame after the notification. If a customer’s leak is below the 20 GPH threshold for notification, their two highest billing cycles will be adjusted.

For purposes of this policy, “notification” consists of an automatic notification to the customer using their contact information on file with BWS. Our current notification system is H2O Analytics. A notification is sent when a customer has more than 20 GPH going through the meter for a continuous 24-hour period. Customers have the option of setting notifications for their meter that are more stringent than the automatic notifications. For

the purposes of this policy, “notification” may also consist of a BWS staff member sending an email to the email address on file or calling the phone number on file and noting the account with the date of notification. A notification is considered adequate when the message is sent to the phone number or email on file. When other methods of notification have been exhausted, a BWS door hangar may be placed on the customer’s door or property if access to the door is limited.

If a substantial leak is ongoing with no response to notification attempts, BWS reserves the right to interrupt water service until contact with the customer is made.

To calculate an adjustment, the customer’s bill prior to the leak will be averaged over a 6-month period. The average bill will be deducted from the high bills, and Belforest Water will adjust one-half of that amount from the customer’s bill. In some situations, a customer’s bill may be averaged over a different time frame to obtain a fair average of the customer’s water usage.