

### ADJUSTMENTS AND CREDITS

Customers may qualify for a leak adjustment, according to the guidelines set below, only if their consumption increased as a result of the leak. For the Floyd County PSA customers, leak adjustments will be applied to consumption based on the last 3 billing cycles to get an average. The Superintendent has sole discretion to determine the period for which an adjustment will be granted and will not allow more than one adjustment in a 24-month period.

The customer must confirm that the leak was repaired by notifying the Floyd County PSA during business hours at 540-745-2169 or email [floydpsa@townoffloyd.org](mailto:floydpsa@townoffloyd.org) or [patrick@townoffloyd.org](mailto:patrick@townoffloyd.org). This must be done before the next bill cycle (bill cycle is 25<sup>th</sup> to 25<sup>th</sup> of each month) to qualify for a leak adjustment. If the customer chooses not to fix the leak within the stated time frame above, the customer will not be eligible for an adjustment.

<b>RESIDENTIAL</b>	<b>WATER ADJUSTMENT</b>	<b>SEWER ADJUSTMENT</b>
RESIDENTIAL CUSTOMER HAS A WATER LEAK BUT DID NOT ENTER THE SEWER SYSTEM	50% OF THE WATER LOSS OVER THE AVERAGE CONSUMPTION BASED ON THE LAST 3 BILLING CYCLE	100% OF THE SEWER COST OVERAGE DUE TO THE WATER LEAK
RESIDENTIAL CUSTOMER HAS A WATER LEAK AND DOES ENTER THE SEWER SYSTEM	50% OF THE WATER LOSS OVER THE AVERAGE CONSUMPTION BASED ON THE LAST 3 BILLING CYCLE	25% OF THE SEWER COST OVERAGE DUE TO THE WATER LEAK

<b>COMMERCIAL</b>	<b>WATER ADJUSTMENT</b>	<b>SEWER ADJUSTMENT</b>
COMMERCIAL CUSTOMER HAS A WATER LEAK BUT DID NOT ENTER THE SEWER SYSTEM	50% OF THE WATER LOSS OVER THE AVERAGE CONSUMPTION BASED ON THE LAST 3 BILLING CYCLE	100% OF THE SEWER COST OVERAGE DUE TO THE WATER LEAK
COMMERCIAL CUSTOMER HAS A WATER LEAK AND DOES ENTER THE SEWER SYSTEM	25% OF THE WATER LOSS AND SEWER COST OVER THE AVERAGE CONSUMPTION BASED ON THE LAST 3 BILLING CYCLE (WILL BE EVALUATED ON A CASE-BY-CASE BASIS)	