



## **LEAK ADJUSTMENT POLICY**

### **July 2025**

It is the property owner's responsibility to identify leaks on their property and respond appropriately.

As a courtesy, a bill adjustment is available for unexpected water use that meets the following criteria:

- Results in billed consumption more than 50% higher than the historical average for that period.
- There is a continuous flow during the period of the leak. Examples of intermittent leaks that would not qualify include:
  - Sprinkler heads that run during the irrigation cycle.
  - Misconfigured irrigation controller
  - Water Softeners cycling
- Requires physical repair, with documentation (typically receipts) required. Examples of leaks that do not require physical repair.
  - Incompletely closed valves, including sprinkler valves and stop & wastes.
  - Toilets that stop running when the handle is giggled. (If the toilet is repair/replaced with associated receipt it would qualify.)
- The repair must be completed within 30 days of the leak being identified or within 30 days of notification by the City.
- At the time of the leak adjustment request, the customer must be registered for our customer portal at [watersmart.parkcity.com](https://watersmart.parkcity.com). A single-family residential customer must also be set up to receive leak alerts. Call us at 435-615-5335 for help registering.
- A customer is only eligible for one adjustment per year.
  - If multiple leaks occur in a rolling one-year period, the customer may select the most significant leak for adjustment.

Adjustments are made as follows:

#### **For Commercial and Multifamily Accounts**

- Usage over the account's historical average is calculated, and credit is given for 50% of the total excess gallons used.
- For Multi-Family Residential Accounts:
  - If water usage exceeds 100,000 gallons per month or billing period, and the historical consumption is below 100,000 gallons, the customer's historical average consumption is deducted from the first 100,000 gallons consumed during the period. A 50% credit is given for the remaining consumption value, up to 100,000 gallons. The gallons over 100,000 are then charged at Tier II price or 50% of billed consumption whichever is less for such usage. The energy surcharge will be billed at 50% for gallons above 100,000.

#### **For Single Family Residential and Irrigation Accounts**

- Usage over the account's historic average is calculated. This excess usage is calculated at Tier II pricing, and the difference between that pricing and the actual price charged is credited to the customer's account.