

RAMSEY WATER COMPANY, INC
415 HIGHWAY 64 NW
PO BOX 245
RAMSEY IN 47166-0245
Phone (812) 347-2551

LEAK CERTIFICATION FORM

Name of Member/Customer: _____

Address of Member/Customer: _____

Phone Number: _____

Date I became aware of leak: _____

Date I discovered location of leak: _____

Date I notified water utility: _____

Specify where leak occurred on the property: _____

Materials used for repair: _____

Date leak repaired: _____

Person or Company who repaired leak:

Name _____

Company Name _____

Address _____

Telephone Number _____

I, Member/Customer hereby certifies and affirms under the penalties of perjury that the above leak adjustment request is true and correct, I/we have read the back and agree to the requirements of the leak adjustment, and I/we have not had a leak adjustment in the past twelve (12) months.

Member/Customer

Date

Member/Customer

Date

Eligibility for Leak Adjustment

1. For a Member/Customer to be eligible for a leak adjustment, the Member/Customer must complete a leak adjustment request certifying to the following:
 - A. That the Member/Customer upon discovering the leak or becoming aware of the leak, shall notify the Utility within two (2) working days.
 - B. That the leak occurred between the point of Member/Customer connection to the service set and where the Member/Customer's line enters the residence or other structures.
 - C. That the Member/Customer has not had a previous water leak adjustment within the past twelve (12) months.
 - D. That the Member/Customer upon discovering the leak or becoming aware of the leak, immediately had the leak repaired.
 - E. Leaks not meeting the A, B, C, or D requirements or unexplained leaks will not be eligible for adjustment.
 - F. No leak adjustments will be approved on service lines within twelve (12) months of installation or reinstallation of service line.
 - G. Following certified request for leak adjustment an employee will visit the premises to observe location of leak repair.
2. Irrigation systems shall not be eligible for leak adjustments.

Administrative Handling of a Leak Adjustment request

3. A leak adjustment request shall be handled administratively as follows:
 - A. The Manager may approve the adjustment. In the absence of the Manager, the Office Manager may approve the adjustment.
 - B. If the Manager or Office Manager refuses the adjustment and the Member/Customer is not satisfied then he/she may request that the matter be taken to the Board of Directors. In the case of a dissatisfied Member/Customer the Board of Directors will conduct an informal hearing, the Board shall in its discretion make a determination
 - C. If the Board's decision is adverse to the Member/Customer, the Member/Customer may in accordance with the IURC rules, file a complaint with the IURC.

Computation of Leak Adjustment

4. If a leak adjustment is approved, it shall be computed as follows:
 - A. The Member/Customer's previous twelve (12) monthly bills shall be added together and divided by twelve (12) resulting in an average usage.
 - B. Average usage determined in 4-A above would be subtracted from monthly billing usage of leak occurrence resulting in leak amount. The leak amount will be divided by two (2) attributing to a 50% reduction of leak amount to Member/Customer. The average usage from 4-A will be added to reduced leak amount to determine monthly billing charged to Member/Customer.
5. Payment of Adjusted Bill:
 - A. The Member/Customer shall pay the adjusted bill within the normal time period bills are due, after that date, the bill shall be handled the same as any other delinquent bill.
 - B. If the Member/Customer is financially unable to pay the bill, the Manager or Office Manager may approve a payment plan.
6. Payment of Unadjusted Bill:
 - A. The Member/Customer after denial of leak adjustment by the Utility, shall pay the unadjusted bill, within the normal time period bills are due.
 - B. If the Member/Customer is financially unable to pay the unadjusted bill, the Manager or Office Manger may approve a payment plan.
7. Unexplained Leaks:
 - A. The Utility will not approve an adjustment for unexplained leaks or usages.