



CITY OF SHAVANO PARK
900 Saddletree Court
Shavano Park, TX 78231

CITY POLICY NO. 9

SUBJECT: Water Bill Leak Adjustments Policy

1. References.

- a) February 27, 2012 City Council Minutes
- b) February 10, 2012 Water Advisory Meeting Minutes

2. Purpose. The Purpose of this policy is to define how and when the City of Shavano Park Water Utility will adjust a Water Bill for a leak.

3. Background.

The City of Shavano Park has invested a large sum of its water revenues to provide the most accurate meters to record water usage by residents who use the Shavano Park Water System. These Badger meters are 99% accurate in accounting for water running through the meter, whether for household use, pools, irrigation or other uses a resident may require. In saying that, it is the Public Works responsibility to account for all metered water in our system to be in compliance with TCEQ and EAA rules and regulations.

4. Policy.

Therefore if a resident has a "sudden" leak in a pressurized service or irrigation main line, the City may take that into account for a once a year adjustment to the water bill. If the circumstances are explained and repaired and after a review of the Data Profile results by the responsible City official that it is determined that an adjustment is warranted, the following procedure in determining the adjustment will be followed:

To calculate the leak, use the usage for the same month for each of the previous 3 years and get an average. Then take the current months usage, subtract the 3 year average, divide that amount by 2. Once you have that number, add it to the 3 year average and this would be what the customer would pay along with all the EAA fees, Debt Svc & Meter Fee.

EXAMPLE: Customer's June 2016 usage in question is 40,000 gallons.

Year / Month	Gallons		
2004 June	25,000		40,000
2005 June	15,000		- 19,000
2006 June	16,000	19,000	21,000
	<u>56,000</u>	/ 3 = 18,667	

Round down
or up - billing
is by
thousand
gallons

usage in question minus 3 year
average

21,000 / 2 = 11,000 gals.

Then add 3 year average to this
figure to get new bill.

19,000 + 11,000 gals. = 30,000
gals.

The customer's new June 2016 bill would be for 30,000 gallons plus the Edwards Aquifer Authority, Debt Service, and Water Service fees. The City would absorb the cost of the 10,000 gallons taken off the customer's adjusted bill.