

### Water Loss Forgiveness Policy

In the event that a Yankeetown water customer suffers an unavoidable water loss, the Town may offer a reduction in charges for lost water if all the following conditions exist:

- The water loss was due to an unforeseen and unavoidable failure. Failures such as leaking faucets or toilets will not qualify as "unforeseen and unavoidable" nor will mishaps such as accidentally leaving a faucet running.
- Evidence of the failure must be verified by a water department maintenance or Town maintenance employee.
- The loss results in increased water usage in the month of the loss in excess of 100% of the monthly average for the twelve months immediately preceding the month of the water loss. If resident has less than a 12-month history, then the average shall be calculated on the average for the months since service was established.
- The customer made every reasonable effort to promptly stop or reduce the water loss.
- The resident who is not at the residence for a period of time needs to turn off the water to the property using a valve installed, at the customer's expense, near the meter, on the customer's side of the meter.

If all of the above conditions are met, the Town may forgive up to 75% of the water usage for the month in excess of 200% of the average monthly usage for the preceding 12 months or the monthly average since service was established, whichever is less.

Policy Approved by Council: 8/5/13