



Town of Hillsboro Beach

Water Credit Policy

The Town of Hillsboro Beach **may** consider a potential credit for excess water consumption that resulted in **substantial** increase in water bill charges due to the following:

- Single or Multiple Residential Leaks
- Major Irrigation Leaks

WATER DEPARTMENT

The Town of Hillsboro Beach Water Department is responsible for managing its water distribution system which consists of the water mains that deliver water to the residents of Hillsboro Beach. Each resident is provided water through a water meter service, that consist of a service line connecting a water meter to the distribution water main. The water meters are installed on a curb stop meter valve, using a meter flange located immediately in front of and behind the water meter and located inside the meter box or meter vault.

The Water Department's responsibility ENDS at the meter flange immediately located after the water meter. The Town of Hillsboro Beach is NOT liable for water leaks occurring in any piping structure(s) immediately following the meter flange after the water meter.

REQUIREMENTS FOR CREDIT

- A "Customer Request for Water Credit" form must be filled out completely and signed within 45 days of the leak occurrence and repair. (Forms are also located on Town's Website)
- The identification of where and how the leak occurred and the explanation of the repairs, along with an attached copy of the repair bill from a licensed plumber must be included for credit consideration.
- All disputed balances must be paid in full to avoid late fees or disconnection.

IMPORTANT ADDITIONAL INFORMATION

- ~~• Water credits will only be considered for hidden leaks~~
- ~~• All water credits \$2,000 and over must have approval by the Town Commission, anything under \$2,000 may be approved by the Town Manger.~~
- All water credit requests must be approved by the Town Commission.
- ~~• The water leak will only be considered for a single billing cycle.~~



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IMPORTANT ADDITIONAL INFORMATION (continued)

- No credits are issued due to leaks caused by a third party.
- If a licensed plumber did not complete the repair, then the leak will not be considered for credit.
- The Town will not reimburse for the cost of the licensed plumber.
- Incomplete forms or supporting documentation will delay the process. Account Holders will be contacted if additional information is required for credit consideration.
- Credits will be calculated based on the average consumption of the prior 12 months. This calculated average will then be subtracted from the disputed month.
- Any late fees or disconnection fees will not be considered in the credit amount
- ~~Once a water credit is approved, only one (1) adjustment per address (either irrigation or domestic accounts) will be considered within a three (3) year period for the same leak.~~
Water credit approvals or denials will be communicated to the Account Holder.

~~Water credit approvals or denials will be communicated to the Account Holder. Appeals on any water credit denials may be submitted within a 45day time period to the Town Clerk for hearing by the Special Magistrate. Denied appeals will be subject to a \$250 admin fee.~~