



City of Idalou

Customer Service

Water Leak Adjustment Policy

A Customer can request a water leak adjustment if his or her water bill is very excessive due to toilet malfunction or any inadvertent mechanical failure on their water line. The customer shall provide an affidavit or any valid documentation to the Utility Clerk that the problem has been fixed.

An employee of the Idalou Public Works Department is sent to verify that no water is registering at the meter and the leak has been repaired. After satisfactory no-leak verification the City of Idalou will review the billing for the last twelve months. If those items are met the City of Idalou will adjust the bill as follows:

- Water Consumption for the cycle that the customer is reporting a leak will be charged at the lowest tier available for residential meters.
 - Ie: If a resident has a consumption of 90,000 gallons the resident will be charged the lowest tier rate for the full 90,000 gallons.
- Sewer consumption will not be adjusted and sewer billing will not be adjusted.
- If the request for a water leak adjustment is in line with the customer's average water use for the time of the year, the adjustment will be denied.

Below is an example of a leak adjustment with rates as of 02/19/2019

Example of High Bill with Leak				Water Leak Adjustment			
Water Consumption: 169,000	Base	Consumption X Tier Rate	Total	Water Consumption: 169,000	Base	Consumption X Lowest Tier Rate	Total
Water Base	\$ 36.00	\$ 1,075.19	\$ 1,111.19	Water Base	\$ 36.00	\$ 343.07	\$ 379.07
Sewer Base	\$ 21.30	\$ 17.00	\$ 38.30	Sewer Base	\$ 21.30	\$ 17.00	\$ 38.30
Trash	\$ 19.00		\$ 19.00	Trash	\$ 19.00		\$ 19.00
Tax	\$ 1.57		\$ 1.57	Tax	\$ 1.57		\$ 1.57
		Current Bill	\$ 1,170.06			New Bill	\$ 437.94
	Water Consumption*	Rate			Water Consumption*	Rate	
	10,000	\$ 2.03	\$ 20.30		169,000	\$ 2.03	\$ 343.07
	10,000	\$ 2.53	\$ 25.30		0	\$ 2.53	\$ -
	10,000	\$ 3.08	\$ 30.80		0	\$ 3.08	\$ -
	10,000	\$ 3.58	\$ 35.80		0	\$ 3.58	\$ -
	10,000	\$ 5.74	\$ 57.40		0	\$ 5.74	\$ -
	119,000	\$ 7.61	\$ 905.59		0	\$ 7.61	\$ -
Total Water Consumption	169,000		\$ 1,075.19	Total Water Consumption	169,000		\$ 343.07

The City Administrator, City Secretary, or Public Works Director must review and approve the adjustment before the adjustment can be applied.