

City of Goldsboro Policy for Water Adjustment

“I certify to the best of my knowledge and belief that the water leak in the property located at _____ has been repaired. I understand in the event the future water consumption remains in excess of the established norm, I shall not be eligible for any additional credits or allowances and shall be fully liable for the recorded consumptions for at least the next four billings.”

Customer

- A credit memo may be issued equal to one-half (1/2) of the excess consumption from a norm established over the past four billings; i.e.

o Billing	1	40 Units				(4000 cubic feet)
	2	44				
	3	47				
	4	43				
	Total	174	÷	4	=	43.5 average 65 units 21.5 units over norm

Issue credit for ½ of 21.5 units

NOTE: In the case of a very bad leak which is not visible to the owner, all consumption in excess of 3 times the norm may be forgiven.

- Only the largest bill incurred concerning a leak which transcended more than one billing period will be adjusted by means of a leak allowance.

This policy in no way modifies the procedure established for severance of service for nonpayment.