



14933 Wortham Bend Rd.
China Spring, TX 76633
254-836-9962

LEAK ADJUSTMENT POLICY

A leak adjustment may be granted when ALL of the following conditions are present:

- Customer notifies Cross Country Water Supply of an excessive utility bill that may be related to a leak
- Water consumption exceeds twice the customer's average consumption
- Leak occurred on the customer's side of the meter
- Plumber's receipt or other proof of repair confirms the leak was repaired
- Customer has not had a leak adjustment due to a leak within the past twenty-four (24) months.

However, no adjustments will be granted where any of the following situations exist:

- Usage above the customer's average monthly consumption is due to seasonal usage such as watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc.
- Leak was caused by a third party from whom the customer is able to recover their costs. Examples include, but are not limited to, theft, vandalism, negligence and construction damage, unoccupied or vacant properties.
- When leak continues for two (2) or more months, there will be no adjustment for the third or subsequent months.
- The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a Cross Country Water employee/contractor and that action results in loss of water.
- The plumbing, fixtures, connections or pipes are within the customer's control and the leak would be discovered with the customer's reasonable diligence. Examples of leaks that would not be adjustable include, but are not limited to: toilet leaks, leaking faucets, bib hose connections or other readily accessible water pipes, supply lines, connections or fixtures.

Methods of Adjustment:

Adjustments will be based on the customer's "average bill". Adjustments will be made when mitigating circumstances are involved; i.e. When Cross Country or its service persons are responsible for said leak, Cross Country will accept responsibility.