

Hibbing Public Utilities
Policy Number: CUST113water credit
Date: June 26, 2018

Policy

Hibbing Public Utilities (HPU) considers maintenance and repair of water lines on private property is the responsibility of the private landowner, as is any water lost due to leaks or breakage after the standpipe. Hibbing Public Utilities will consider adjusting a high bill due to leakage if the customer had no knowledge of the leak and has fixed the problem promptly.

The Director of Finance is granted the authority to resolve utility billings upon receipt of a request to do so from a utility customer based on the established procedure below.

Procedure

In the case of a leak in the water service pipe, after being metered, the owner may be entitled to an adjustment of only their current water utility bill provided each of the following conditions is met:

1. Within seven days of the leak discovery by the owner or within seven days of the HPU notifying the owner of a probable leak, whichever occurs sooner, the owner shall have completed the repair of said leak. The owner shall submit to the HPU an invoice or other evidence to show that the leak was repaired within the aforementioned time frame. An adjustment in the water utility billing shall not be permitted if such excess water consumption is due to a customer's neglect or failure to timely repair the leak.
2. Said leak in the water service pipe was not caused by and/or the fault of the owner.
3. An adjustment for a water service leak shall be allowed for plumbing infrastructure failure after the residential customer water meter. No adjustment shall be made for leaks or breaks associated with an irrigation system, filling of swimming pools, or other recreational uses.
4. Said property has not had a previous water bill adjustment due to a water service leak in the previous five years.
5. Proof of insurance claim has been submitted.
6. Utility service to property is classified as a single-family residence and heated. Commercial, multifamily, and industrial classified utility service customers are not eligible for a water service leak adjustment to their utility bill.

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7. Single-family residential customers will be eligible for a water service leak adjustment if the total usage amount of the adjustment is greater than 25 units above the average and will be billed out to the customer's six (6) month average. All usage above the six month average will be billed out at half the current lower water tier's costs. The calculation on the water credit form is used to determine the amount of the credit.
8. All refunds will show up as a credit on the next billing cycle.

The HPU reserves the right to discontinue water service to any premises where the owner refuses to make necessary repairs to avoid the wasting of water. If after reasonable efforts to contact the owner about observable water being lost through leakage, the HPU at its option may terminate water service and shall leave a written notice as to its action and the reason therefor.