



City of Frostburg Leak Adjustment Policy

On-property plumbing systems and the integrity of these systems are the sole responsibility of the property owner. Therefore, unusually high utility bills due to plumbing leaks are also the responsibility of the owner. As a courtesy and benefit to City customers faced with the potentially costly expense of plumbing repairs and higher than average utility bills from water leaks, the City Code allows a Leak Adjustment. A Leak Adjustment may reduce, but not eliminate, excess water and sewer consumption charges due to on-property leaks.

The Leak Adjustment Policy is governed by Ordinance 2024-03 and is included in Section 6 of the City Code which is available on the City website (frostburgcity.org).

Commencing July 1, 2020, leak adjustments may be granted once every four (4) years. Applications for leak adjustments shall be submitted to the Finance Department utilizing City approved forms. The leak adjustment application **must be completed with all relevant documentation within thirty (30) days of the due date of the bill for which relief is sought** for the adjustment to be approved.

The owner must also submit documentation showing that:

- (i) there was a leak,
- (ii) the leak has been repaired, and
- (iii) the leak was not caused by the gross negligence of the owner, including, but not limited to, allowing the pipes or water meter to freeze.

The leak adjustment shall be calculated in the following manner:

1. Determine the average water consumption of the most recent twelve (12) months. If a property owner has owned the property for less than twelve (12) months, annual consumption for this calculation will be the greater of thirty-eight thousand (38,000) gallons or actual metered consumption during the period of specific property ownership.
2. Determine the estimated leak volume by subtracting the average water consumption from the total water consumption of the current billing period.
3. Multiply the estimated leak by 50%.
4. Add reduced estimated leak (step 3) to the average consumption (step 1) to determine the leak-adjusted amount of consumption.

Standard water rates would apply to the leak-adjusted consumption.

A leak adjustment shall only apply to the bill for one (1) billing cycle.

The completed application and supporting documents should be mailed to City of Frostburg, Attention: Finance Dept, PO Box 440, Frostburg, MD 21532 or e-mailed (with receipt attachments) to cityhall@frostburgcity.org. A review of your documentation will determine if a leak adjustment can be granted. If your application is denied, you will be notified by email reply or contact info provided on the leak adjustment application. If approved, an adjusted bill will be emailed or mailed to you.

Please contact the City Hall at 301-689-6000, extension 106 or 301-914-1786 (direct line) if you have questions regarding your utility account.



City of Frostburg Leak Adjustment Application

Please explain in detail all information regarding leaks and repairs. Please attach all copies of repair receipts. Leak Adjustment applications will be considered only after the leak has been repaired and sufficiently documented. One leak adjustment may be granted every four (4) years. The leak adjustment application must be completed with all relevant documentation within **thirty (30) days of the due date of the bill** for which relief is sought for the adjustment to be approved.

Name on Account: _____

Account Number: _____

Billing Date: _____

Service Address: _____

Unit #: _____

Telephone Number: _____ E-Mail Address: _____

Leak Information – State when the leak was discovered and a brief description of the leak.

Repair Information – Provide a description of repairs made and attach copies of plumber's invoices and/or receipts for parts.

I request the one-time leak adjustment on my water/sewer utility bill listed above due to a water leak. I certify that the leak has been repaired. I acknowledge that a leak adjustment is only available once every four (4) years and that the leak adjustment shall only apply to the bill for one billing cycle. I attest that all the information above is accurate to the best of my ability.

Customer Signature

Date

Date Received by City Hall: _____

Application Approved: YES or NO

Date of Customer Notification: _____