

ERIE COUNTY DEPARTMENT OF ENVIRONMENTAL SERVICES - WATER RULES

ADOPTED JANUARY 13, 1992

RESOLUTION NO. 92-14

AMENDED RESOLUTIONS:

NO. 92-323, 97-196, 02-273, 09-483,

10-374, 15-203, 15-435

RULE 15 - FAILURE OF METERS TO REGISTER, EXCESSIVE BILLS AND LEAKS

Section 1. If a meter fails to register, the consumption of water will be estimated on the basis of what the consumption was during a period when water was supplied under similar conditions and was correctly metered.

Section 2. Customers having reason to believe that the amount of water consumption indicated on their water bill is excessive must register a complaint with the Department of Environmental Services Billing Office immediately upon receipt of such bill.

Section 3. A water user charge based on metered water consumption will be charged whether the water is used, wasted, or lost by leakage; however, in the case of loss by leakage, the County may make such reduction of the water user charge as seems right and proper if it appears that the owner of the premises serviced or his authorized agent or occupant could not have been expected to know that the leak (i.e. leak in a buried line located between the meter and the foundation) or that they did not have a reasonable opportunity to stop such leak and evidence of the leak is provided and, further provided, that the customer's service line was properly installed in accordance with the requirements of Rule 2, Section 3. Leak credits adjustments shall be limited to no longer than two (2) billing cycles (no more the sixty (60) days).

Section 4. When a leak occurs in the customer's system causing an excessive water bill, the calculation of such bill will be as follows:

The water bill will be re-calculated to the average water consumption based on prior water usage, plus the actual cost of the water purchased from the lowest cost supplier, for the cost of water metered in excess of the average monthly water consumption.

Section 5. No leak credit will be given for leaking faucets, toilets, or other general maintenance items.

Section 6. The decision of re-calculating water bills due to excessive water leaks shall be made by the Billing Division Accountant/Office Manager and shall be final, not appealable.