

Village of Denmark Billing for Unknown Water Leaks Policy

Should it be determined that a leak unknown to a customer has been found in an appliance or the plumbing, the Utility may make adjustment for the water wasted by estimating the water wasted and bill for it at a reduced rate not less than the Utility's cost. No such adjustment shall be made for water supplied after the customer has been notified and has had an opportunity to correct the condition.

The Village of Denmark water utility will charge the customer at the bottom block rate in Schedule Mg-1 of the Village's Rate File, which is currently \$2.71/1000 gals, as long as the customer shows proof of repair by either a receipt for parts, a service repair receipt, or a valid explanation of stopping the leak (determined by water department personnel). If a consumption history has been established and it appears the leak was unknown for more than one quarter, the Village will average the three lowest of the past four billing quarters and charge the customer the current top block rate, or volume charge, for the average, which is currently \$4.30/1000 gals, and the remaining consumption will be billed as an unknown leak at the bottom block rate.

Wis. Admin. Code s. PSC 185.35(6) allows the utility, subject to its written policy, to bill at a reduced rate not less than the utility's cost if the leak was unknown to the customer.