

MMWC Leak Dispensation Policy:

If a Member finds that their water usage has increased 30% or more from their average usage for the same billing period over the past three years and is the result of a leak on the Member's side of the meter, the Member may appeal to the Board to have their current water billing reduced if they have repaired the leak and have provided evidence thereof. Any approved reduction shall be for one billing period only and usage will be billed for the actual volume used, but at the lowest assessed rate at that time. This policy is intended to cover mechanical failure of fixed plumbing components and does not cover human error (a faucet left on, for instance) or temporary attachments (garden hose failures, for instance)."

Approved 12/3/2020