

**RESOLUTION NO. 2020-35- 1012**

**A RESOLUTION ADOPTING A WATER LEAK CREDIT ADJUSTMENT POLICY FOR THE WATER DEPARTMENT.**

**WHEREAS**, the Town Council did hold a duly noticed public meeting; and

**WHEREAS**, the Town Council did consider testimony from staff and the public concerning the subject of this Resolution before reaching its decision; and

**WHEREAS**, the Town Council desires to adopt the attached water leak credit adjustment policy for use by its Water Department; and

**WHEREAS**, the Town Council has determined that the adoption of the attached water leak credit adjustment policy is in the best interests of the Town in that it will enhance customer relations and result in greater administrative, financial and operational efficiency for Town staff.

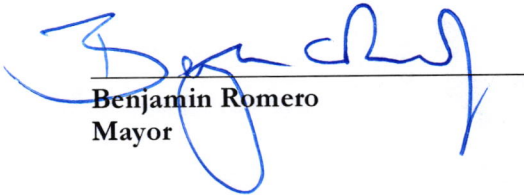
**NOW THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF TOWN OF ANTHONY, TEXAS:**

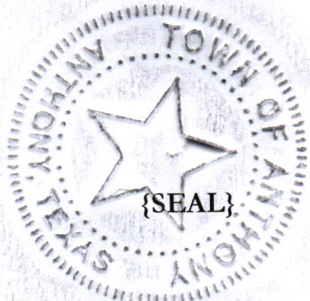
**SECTION 1.** That the attached water leak credit adjustment policy be and is hereby adopted.

**SECTION 2.** That Town staff is hereby authorized to do all things necessary to effectuate this resolution.


**PASSED, ADOPTED, AND APPROVED THIS 12 DAY OF OCTOBER 2020.**

**APPROVED:**

  
Benjamin Romero  
Mayor



**ATTEST:**

  
Norma Gonzalez  
Town Clerk

**ROLL CALL VOTE:**

Mayor Pro-Tem Shawn Weeks	<u>      </u> YES <u>      </u>
Councilor Jose Garcia	<u>      </u> YES <u>      </u>
Councilor Eddie Chavez	<u>      </u> YES <u>      </u>
Councilor Louie Alfaro	<u>      </u> YES <u>      </u>

## ADJUSTMENT OF BILLS FOR LOSS OF WATER

The Water Department shall allow a credit adjustment on all water leaks which the customer could not have reasonably detected. The credit adjustment will only be allowed on the highest billing (one month consumption) when the Water Department, in its sole discretion, determines that the loss of water could not have been reasonably detected by the customer using the service, such as a leak beneath a cement floor, etc. All other water lost through other causes is the responsibility of the customer using the service.

After being notified by the Water Department via billing, the customer took prompt and reasonable action to ascertain the cause of the excessive use and to correct it. The customer must provide to the Water Department proof of repair or other appropriate documentation as requested by the Water Department in its sole discretion within thirty (30) days from the billing date for the period in which the water loss occurred.

The Water Department will bear 50% and the customer the other 50% of the water LOST and make the appropriate credit adjustment to the Sewer cost as well as determined by the Water Department in its sole discretion. If such a credit adjustment is granted, no such credit adjustment of this nature will be made on the same property for a period of twenty four (24) months from the month in which the credit adjustment was granted.