

KNOX COUNTY WATER AND WASTEWATER DEPARTMENT

WATER LEAK POLICY

REVISED 8/28/2003
RESOLUTION # 819-2003

Water leak adjustments will be granted for the following:

- Break in line between house and meter
- At main shut off valve on the inside wall
- Where it is evident that water did not go down the sewer

In order to receive an adjustment for a water leak, the customer must submit a written request to the Water and Wastewater Department, requesting said adjustment within 30 days upon receipt of notice of said leak, only one adjustment will be allowed per leak. To be adjusted, all leaks must be verified and all repairs must be inspected by the Water and Wastewater Department.

Calculation for adjustments will be made for water by charging for one-half of the total metered usage, plus the minimum quarterly charge.

Calculations for adjustments will be made for the sewer based on a four quarter average usage.

For water leaks found on the inside of the dwelling and is determined that water went down the sewer, the charge for water and sewer will be for the full amount of the metered usage.