

## Draft Policy Proposal for Ledyard WPCA Water Leak Investigations

The following policy procedures are to be used for customers petitioning high water bills due to leaks:

1. It should be emphasized here that the customer is responsible for all water usage between their meter and their dwelling and that relief from that water usage cannot be granted. As a nonprofit entity, the WPCA pays Groton Utilities for all water usage.
2. If the customer is also tied into WPCA sewer and the leak is outside the sewer system, such as an outside faucet, then the WPCA commissioners may waive the sewer cost that is a result of the outside sewer system leak.
3. Upon a customer request, our service provider, GU will pull the meter to check for accuracy and report back to the customer the state of the meter.
4. No determination will be done for the sewer cost relief above until the following conditions are met:
  - a. Meter has been checked if requested by the customer
  - b. Leak has been fixed with proof of repair (either a plumber, parts receipt or other documentation that shows leak repair)
  - c. A formal request has been made to the WPCA commissioners at their monthly meeting
5. The WPCA review officer will present all the above information to the commissioners for review and a determination of relief based on their analysis of the information.