

**MEMORANDUM**

**To:** See Distribution

**From:** Greg. J. Davies, Director  
Department of Public Utilities 

**Date:** August 31, 2015

**Subject:** DOW R&R 15-05: Sewer Billing Adjustments Due to Water Leaks

The attached R&R was published in the Columbus City Bulletin on August 15, 2015, and on August 22, 2015.

Its effective date is September 1, 2015.

R&R 15-05 provides guidance pertaining to sewer billing adjustments due to water leaks.

If you have any questions regarding this R&R, please contact Jeffrey Deep at 645-5864.

GJD/jwd

Attachment

Distribution: DOSD – Admin  
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**RULE AND REGULATION 15-05**  
Department of Public Utilities

August 2015

**SUBJECT: Sewer Billing Adjustments Due to Water Leaks**

Pursuant to the authority granted under Columbus City Codes Chapter 1101, the Director of Public Utilities hereby adopts, establishes, and publishes this rule and regulation to be effective at the earliest date allowed by law. This rule and regulation is in addition to any established requirements that have not been superseded or rescinded by this or any previous act.

**APPLICATION:**

Department of Public Utilities' customers may experience an increase in water/sewer billings due to water leaks occurring beyond the customer's water meter, maintenance and repair of which is the responsibility of the property owner. This Rule and Regulation pertains to partially adjusting the sewer charges resulting from leaks associated with customer's private plumbing systems, which includes the water service line from the meter to the building and all plumbing within the building. Resulting adjustments will either rebate or credit customers, and are based on multiple factors as expressed in this rule and regulation.

**DEFINITIONS:**

**CUBS: Columbus Utility Billing System:** CUBS is a Banner customer information system that supports Department of Public Utilities operations for water, sewer, stormwater and power. It is an inclusive billing system that calculates charges, allows for bill printing, and applies payments. It is used to collect, manage and analyze information about customers, accounts receivable billing, and account history.

**Leak:** Water escaping through a broken pipe, privately-owned service line, or other unintentionally escaping water through piping or a malfunctioning meter.

**Sewer Billing Adjustment:** A Department of Public Utilities Customer Service reduction to the sewer portion of a customer's bill, based on Special Water Meter Readings that occur after a water leak has been repaired.

**Special Water Meter Readings:** These readings are in addition to the regular monthly or quarterly billings that produce scheduled water/sewer billings. These Special Water Meter Readings provide a reasonable estimate of typical water usage at the premises.

**GENERAL REGULATION:**

On those occasions when a customer water leak occurring beyond the water meter has resulted in a water/sewer bill that is higher than the customer's usual and customary bill, the sewer portion of said bill may be reduced upon a thorough and suitable investigation by Department of Public Utilities representatives. Customer fraud, negligence, or tampering will disqualify the customer from receiving a billing adjustment.



**Prerequisites:** In order to receive a Sewer Billing Adjustment, customer shall contact Department of Public Utilities Customer Service to initiate the sewer leak billing adjustment process, which includes filling out a sewer leak adjustment application, and scheduling a Customer Service investigation to verify that the leaks have been repaired.

**Frequency:** A Sewer Billing Adjustment may be granted at a maximum of one occasion per three (3) year time period for any given Department of Public Utilities CUBS billing system customer/premises account combination.

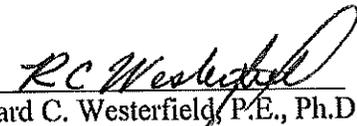
**When:** A Sewer Billing Adjustment may only occur after the customer's private plumbing system has been repaired, and two consecutive Special Water Meter Readings have taken place. The first reading is taken at the time of the investigation to verify that the leak has been repaired. The second reading is scheduled by Customer Service.

**Adjustment Specifics:** The Sewer Billing Adjustment will be based on the usual and customary water usage at the property in question, as determined by the Special Water Meter Readings indicating average daily water consumption. The sewer charges estimated to have resulted from the leak will be adjusted for a period of no greater than six (6) months prior for monthly accounts, or twelve (12) months prior for quarterly accounts. The water charge portion of the water/sewer billing will not be adjusted.

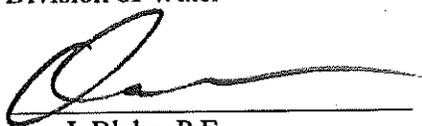
When the leak occurs outside the building, the billing adjustment may reduce the sewer charges estimated to have resulted from the leak by 100%. *Outside the building* means outside of the exterior walls, or outside the footprint of the exterior walls.

When the leak occurs inside the building, the billing adjustment may reduce the sewer charges estimated to have resulted from the leak by 50%. No adjustment will be made for malfunctioning, privately-owned equipment such as leaking toilets, faucets, humidifiers, water softeners, water sump pumps, and leaks resulting from acts of vandalism or theft. *Inside the building* means inside of the exterior walls, or inside of the footprint of the exterior walls.

APPROVED: \_\_\_\_\_

  
Richard C. Westerfield, P.E., Ph.D.  
Administrator  
Division of Water

APPROVED: \_\_\_\_\_

  
Dax J. Blake, P.E.  
Administrator  
Division of Sewerage and Drainage

R&R 05-05, Continued...

APPROVED:   
\_\_\_\_\_  
Greg Davies  
Director  
Department of Public Utilities

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