



City of Frostburg Leak Adjustment Policy

On-property plumbing systems and their integrity are the sole responsibility of the property owner. Unusually high utility bills due to plumbing leaks are the sole responsibility of the owner, not the City of Frostburg. As a courtesy and benefit to City customers faced with the expense of costly plumbing repairs and the associated higher than average utility bill, the City Code allows a Leak Adjustment. A Leak Adjustment will reduce, but not eliminate, excess water and sewer consumption charges due to on-property leaks.

The Leak Adjustment Policy is governed by Ordinance 2020-02 and is included in Section 6 of the City Code which is available on the City website (frostburgcity.org).

Commencing July 1, 2020, leak adjustments may be granted once every ten (10) years. For multi-tenant commercial properties or multi-family units, the Mayor and City Council may grant additional leak adjustments within a ten (10) year period preceding the date of an application for relief, provided the leak did not occur in a separately-metered unit owned or occupied by a person or persons who were given relief during the ten (10) year period preceding the application for a leak adjustment.

Applications for leak adjustments shall be submitted to the Director of Finance at City Hall using the accompanying form. In order to be eligible for relief, the property owner must submit this application within 45 days of the date of the billing for which the relief is sought.

The owner must also submit documentation showing that:

- (i) there was a leak,
- (ii) the leak has been repaired, and
- (iii) the leak was not caused by the gross negligence of the owner, including, but not limited to, allowing the pipes or water meter to freeze.

The leak adjustment shall be calculated in the following manner:

1. Determine the average consumption of the most recent twelve (12) months that reflect normal usage (remove outliers – high or low consumption)
2. Determine the estimated leak by subtracting the average amount from the total usage.
3. Multiply the estimated leak by 50%.
4. Add reduced estimated leak (step 3) to the average consumption (step 1) to determine the leak-adjusted amount of consumption.

Standard water rates would apply to the leak-adjusted consumption.

A leak adjustment shall only apply to the bill for one (1) billing cycle.

The completed application and supporting documents should be mailed to City of Frostburg, Attention: Director of Finance, PO Box 440, Frostburg, MD 21532 or e-mailed (with receipt attachments) to cityhall@frostburgcity.org. A review of your documentation will determine if a leak adjustment can be granted. If your application is denied, you will be notified in writing. If approved, an adjusted bill will be mailed to you.

Please contact the City Hall at 301-689-6000, extension 106 if you have questions regarding your utility account.



City of Frostburg Leak Adjustment Application

Please explain in detail all information regarding leaks and repairs. Please attach all copies of repair receipts. Leak Adjustment applications will be considered only after the leak has been repaired and sufficiently documented. One leak adjustment may be granted every ten (10) years. The property owner must submit this application and documentation of repairs within 45 days of date of the billing for which the relief is sought.

Name on Account: _____

Account Number: _____

Bill Date: _____

Service Address: _____

Unit #: _____

Telephone Number: _____ E-Mail Address: _____

Leak Information – State when the leak was discovered and a brief description of the leak.

Repair Information – Provide a description of repairs made and attach copies of plumber's invoices and/or receipts for parts.

I request the one-time leak adjustment on my water/sewer utility bill listed above due to a water leak. I certify that the leak has been repaired. I acknowledge that a leak adjustment is only available once every ten years and that the leak adjustment shall only apply to the bill for one billing cycle. I attest that all the information above is accurate to the best of my ability.

Customer Signature

Date

Date Received by City Hall: _____

Application Approved: YES or NO

Date of Customer Notification: _____