

REQUESTING A LEAK ADJUSTMENT CREDIT

The Metropolitan District (MDC) frequently credits customers following a leak depending on the location and cause of the leak.

Leaks are a common issue among MDC customers. They are most frequently the result of customer toilets, specifically, leaky flappers in the toilet tank or the fill water level being set too high. Other causes of leaks inside the home include sinks, bathtubs and showers, washing machines, dishwashers, refrigerators, hot water heaters, boilers and furnaces with humidifiers. Causes of leaks outside of the home include the hose bib connection, garden hoses, irrigation sprinklers and swimming pools.

On some occasions a leak may occur in the service pipe underground.

If you see signs of a leak inside, such as sudden drops in water pressure or unusually high water bills, you can contact MDC by email at customerservice@themdc.com or by phone at (860) 278-7850 & press 4.

If you see signs of a leak outside, such as bubbling water in the street or a wet area in the yard, contact MDC Command Center immediately at 860-278-7850 & press 1.

It is critical that you contact MDC first as they may not assume liability for repairs if a contractor is called before their initial investigation.

An MDC representative can help determine whether the leak is on the main line (MDC's responsibility) or on the private service line (the homeowner's responsibility).

If the leak is determined to be internal to the home or on the private service line between your home and the street you will be responsible for hiring a licensed plumber for the repair. MDC offers programs to help customers with lateral repairs.

<https://themdc.org/utility-services/water-and-sewer-service-installation-program/>

The cost of extra water consumption from an undiscovered leak can add up quickly. As a result of this, and, in an effort to offset the burden this can create for customers, MDC offers leak adjustment reimbursement in certain circumstances.

In determining the appropriate adjustment, Customer Service will first determine a customer's typical average consumption from the equivalent time period from prior years (for example, the previous summer months). The typical average consumption from prior years will be subtracted from the period of the leak to arrive at the calculated overage attributable to the leak.

- **If a leak is found in internal plumbing, the leak adjustment for the customer will typically be for 30% of the calculated overage.**
- **If a leak is found in a service pipe underground, the leak adjustment for the customer will typically be for 50% of the calculated overage.**
- **If the leak was a result of faulty MDC equipment the overage will be credited at 100%.**
- **The standard leak adjustment issued will be for six months.**

In extenuating or special circumstances, including but not limited to medical conditions, significant loss of property or financial hardship that warrant additional consideration, higher percentages and/or longer periods of time may be considered.

In order to request a reimbursement for a leak please submit a detailed explanation of what occurred together with any receipts or photographs supporting your claim to leakadjustments@themdc.com.

If you have additional questions or concerns regarding an issue with a leak reimbursement you can also reach out to the MDC Independent Consumer Advocate for assistance.

The information contained herein has been prepared by the Independent Consumer Advocate as general guidance for informational purposes only. It does not constitute legal advice and is not intended to constitute an official policy statement of the MDC.