

LEAK FORGIVENESS POLICY

The Brooklyn Utility Association offers relief to customers who have experienced high bills due to an extraordinary water loss event, such as an unknown leak.

1. Legality – According to the Mississippi State Attorney Generals office, a utility service may not reduce or forgive a utility bill when the customer has received the benefit of the utility service; however, a utility service may reduce a utility bill unreasonably increased because of unforeseen circumstances and for which the customer did not receive the benefits of the utility service. A utility service MAY, on a case-by-case basis, reduce a water bill if there are (a) unforeseen circumstances; and (b) the customer did not receive the benefits.
2. Any account holder may request an adjustment, based upon the criteria outlined in the paragraph above, for a leak by contacting the office of Brooklyn Utility Association. Only one adjustment per leak will be allowed.
3. The request for forgiveness has to be made by the account holder no later than 90 days from the date of the utility bill containing the leak or extraordinary use.
4. That the consumption of the leak has to be greater than the consumption during the same service period the previous year. If a customer has held the account for less than one year, the leak consumption will be compared to either the customer's average monthly consumption or to the historical monthly consumption of the service address.
5. The customer requesting the adjustment must be able to submit, at a minimum, invoice(s)/documentation, for the Brooklyn Utility Association's Board, to verify that repairs have been made to stop the leak.
6. An adjustment will be made on one month regardless of how long the leak existed unless the leak appeared at the end of a billing cycle and the beginning of the following cycle due to billing procedures. In any event, an adjustment will not exceed two months.
7. Adjustment Procedures – Adjustments are calculated by taking a six-month average. If the account is not an established account, then the adjustment shall be made from the number of existing months of service.
8. Accounts will not be granted leak forgiveness more than once in a 24-month period.
9. Customers must fill out Leak Forgiveness Application signifying they have read, understood, and agreed to the policy and procedure, and submits the application to Brooklyn Utility Association.