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. The consumption of the leak has to be greater than the consumption during the same service period of the previous year. If a customer has held the account for less than one year, the leak consumption will be compared to either the customers average monthly consumption or to the historical monthly consumption of the service address.

5. The customer requesting the adjustment must be able to submit to the Brooklyn Utility Associations Board of Directors, at a minimum, an invoice or any other documentation that repairs have been made to stop the leak.

6. An adjustment will be made on one month only, regardless of how long the leak existed, unless the leak appeared at the end of the billing cycle and flowed into the next month. An adjustment will not exceed two months.

7. Adjustment Procedures – Adjustments are calculated by taking a six-month average of customers usage. If the account is not an established account, the adjustment shall be made from the beginning of existing service.

8. Accounts will NOT be granted a leak forgiveness more than once in a 24-month period.

9. Customers must fill out a Leak Forgiveness Application signifying they have read, understand, and agree to the policy and procedures, and submits the application to the office of Brooklyn Utility Association.