$ 51.039 DUTY OF CONSUMER AS TO LEAKS OR WASTE; NO REFUND;
RATE ADJUSTMENT.

(A) Duty of owner or tenant; report to utility customer service office; penalty.

(1) It shall be the duty of every owner, his or her agent or tenant, to at all times exercise due diligence to prevent the waste of water, and to this end shall immediately stop all leaks on his or her premises, and shall notify the utility customer service office promptly of any leak discovered other than upon his or her premises, thus to enable the prompt stopping thereof.

(2) Persisting in any willful waste, or neglect to promptly stop water through leaks on part of any owner, his or her agent or tenant, shall be sufficient cause to authorize the city to discontinue its service and shut off the water supply from and to the premises in question, without notice.

(3) Whenever the water supply to and for any premises has been shut off because of leaks or waste, the same shall not be turned on again until all cause for shut-off shall have been remedied or removed, and until satisfactory assurance shall be given to the city that the condition causing the shut-off will not again exist by the owner, or his or her agent or tenant, and the charge for service disconnection pursuant to $51.130 shall have been paid to the city to cover the cost of turning on said water supply again.

(B) Refunds for loss of water not allowed. Under no circumstances will abatements, allowances, deductions or refunds be made to customer accounts for or on account of water used, lost or wasted through leaks, carelessness, neglect or otherwise, after the same has passed through the meter.

(C) Rate adjustment. An account with usage exceeding 200% of the average monthly usage for the previous twelve (12) months in any month commencing on or after March 1, 2009 will be considered once in a twelve-month period for adjustment of such monthly overage to the lowest tiered water rate for an adjustment period of up to two (2) months, subject to the customer providing supporting documentation of the existence and subsequent repair of a leak or other valid circumstances causing the overage. The granting of a rate adjustment will be subject to the approval of both the Director of Financial Services and the Director of Public Utilities.