

HCM Leak Adjustment Policy

One leak adjustment per calendar year for one billing cycle (2 months)

\$1.50 / 1000 gallons – credit adjustment (for the leak portion) on the total bill if:

1. Resident has signed up for waterscope but is not utilizing it for leak alerts.
2. Must provide a plumber's receipt or receipt of materials purchased
3. Leak has been fixed and request must be within a time frame near the time of the leak (verifiable on Waterscope)

\$2.50 / 1000 gallons - credit adjustment (for the leak portion) on the total bill if:

1. Resident has never used waterscope but signs up and turns on leak alerts
2. Must provide a plumber's receipt or receipt of materials purchased
3. Leak has been fixed and request must be within a time frame near the time of the leak (verifiable on Waterscope)

To sign up for leak alerts visit www.waterscope.us and follow the guided sign-up instructions or contact the offices for assistance. 512-261-6281