



Town of Carthage

Leak Cut-Off Policy

The Town of Carthage is not responsible for notifying customers of leaks; but the Town tries to identify them as early as possible and *as a courtesy* will attempt to notify the customer to reduce wasted water and save money for those customers.

Each Town of Carthage Water/Sewer customer will have the opportunity to monitor their water usage and set leak alerts using our EyeOnWater (EOW) services. EyeOnWater gives consumers direct access to their water consumption data, provides tools to help them manage their water use, and delivers leak alerts and usage trends to customers through email, text messages or on-smart device notifications.

At any time, any customer may also contact the Utility Administrator at the Town Hall and ask if they have an active leak or what their consumption is should they choose not to participate with the EyeOnWater service.

DEFINITIONS

Leaks are classified as one of the following:

- **Town Leak** – The Town is responsible for repair and water usage due to leaks in the Town’s right-of-way easement. Town leaks will be adjusted to remove 100% excess water and 100% excess sewer usage above their average usage for all impacted bills.
- **Private Leak** – Customers are responsible for repair and water usage due to leaks found from the meter to the residence or business. There will be **NO WATER RATE ADJUSTMENTS** made for private leaks.

Please note that the following causes of leaks/high usage will not be considered for a leak adjustment under any circumstances:

- Water usage from filling pools
- Sewer charges resulting from irrigation or pool fill from a private service provider
- Irrigation head failure
- Capping off leaking services in lieu of a repair stopping the leak
- Re-occurring leaks
- Leaking fixtures and appurtenances inside or outside of the structure
- Leaks due to failure to properly protect homeowner service pipe and plumbing from freezing

LEAK CUT-OFF POLICY

The Town will attempt to notify customers of major leaks as soon as they are found to help mitigate water loss and high bills for the customer. All customers are responsible to maintain up-to-date contact information on their utility service account.

If an attempt is made to contact the customer and the contact information on file is not accurate, the water/sewer service will be disconnected to conserve water and prevent high bills. Once the Town is contacted by the customer, the service will then be restarted at the customer’s request and the customer will be responsible for all water consumed.

****NOTE: Services disconnected for a leak will not be restarted after business hours. The service will be reconnected the next business day.**