

## RESOLUTION 2025-9-18-B

### A RESOLUTION ADOPTING A PROCEDURE FOR HUNTSVILLE TOWN CULINARY WATER LEAK FORGIVENESS

**WHEREAS**, Huntsville Town (hereafter “Town”) is a municipal corporation duly organized and existing under the laws of the State of Utah;

**WHEREAS**, the Town Council is the municipal legislative body;

**WHEREAS**, Huntsville Town makes every effort to help residents set up payment plans for culinary water overages and leaks;

**WHEREAS**, there have been multiple resident requests for leak forgiveness in recent months without consistent guidelines for determination;

**WHEREAS**, it has become necessary to establish a policy to determine eligibility with clear guidelines for leak forgiveness ;


**NOW, THEREFORE, BE IT RESOLVED** by the Huntsville Town Council as follows;

**Section 1.** Ratification. The procedure adopted by Huntsville Town attached hereto as Exhibit “A” and incorporated herein by this reference is hereby ratified by the Town Council.

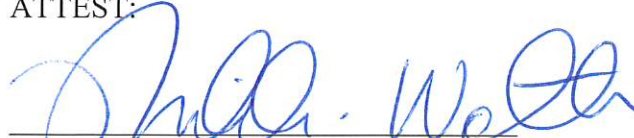
**Section 2.** Effective Date. This Resolution is effective immediately upon adoption by the Town Council.

VOTES	AYE	NAY	RECUSED	EXCUSED
Mayor Richard Sorensen	X			
CM Bruce Ahlstrom	X			
CM Sandy Hunter	X			
CM Artie Powell	X			
CM Lewis Johnson	X			

**PASSED AND ADOPTED** by the Town Council on this 18<sup>th</sup> day of September 2025.

  
Richard L. Sorensen – Huntsville Town Mayor

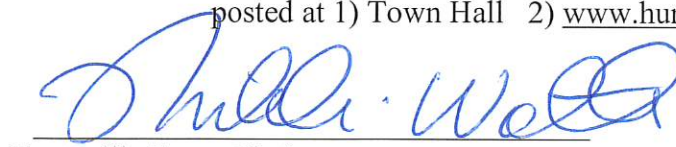
ATTEST:

  
Huntsville Town Clerk

**RECORDED** this 18<sup>th</sup> day of September 2025

**CERTIFICATE OF PASSAGE AND PUBLICATION OR POSTING**

According to the provision of U.C.A. §10-3-713, 1953 as amended, I, the municipal clerk of Huntsville Town, hereby certify that foregoing resolution was duly passed and published, or posted at 1) Town Hall 2) [www.huntsvilletown.com](http://www.huntsvilletown.com) 3) [pmn.gov](http://pmn.gov)

  
Huntsville Town Clerk

DATE: 9-29-2025

## Town of Huntsville, Utah

### Policy for Adjustment of Culinary Water Charges Due to Service Line Leaks

#### Section 1. Purpose

The purpose of this policy is to establish consistent criteria and procedures for adjusting culinary water charges in cases where a verified leak on the customer's side of the meter has caused a significant and unintentional increase in water usage.

#### Section 2. Eligibility

Title 10 clearly states that property owners are responsible for the culinary water system on their side of the meter. Nevertheless, Huntsville Town may grant financial relief to customers who experience unusually high usage or water bills due to leaks, based on demonstrated financial need.

- A. Needs Assessment: A customer may request an adjustment to their culinary water bill if the household's total annual income does not exceed **60% of the current Utah median household income**, as determined by the U.S. Census Bureau or other official sources.
  1. This policy applies only to culinary water bills that reflect extraordinary consumption due to leaks on the customer's side of the meter. For purposes of this policy, extraordinary shall be defined as consumption or usage that is more than two (2) standard deviations above the customer's historical average, which shall be calculated using the most recent eighteen (18) months of data. If 18 months of data for the customer are unavailable, eligibility will be determined using data for all customers connected to the culinary water system for the most recent 18 months preceding the request.
  2. Relief, if granted, will only apply to that portion of the bill determined to be extraordinary.
- B. In addition to a needs assessment, to qualify for relief, a customer must demonstrate or meet the following.
  1. The leak occurred in the culinary water system leading to the residence or other buildings on the customer's side of the water meter, but not within any building or structure on the customer's property.
  2. The customer exercised due diligence in identifying and repairing the leak promptly upon discovery or notification.

3. The customer submits a complete adjustment request within the required time frame as outlined in Section 3.

### **Section 3. Timeliness and Documentation Requirements**

#### **A. Timeliness**

The customer must submit a written request for adjustment within sixty (60) days from the billing date of the affected billing period.

In cases where the water bill reflects unusually high usage, such usage shall constitute constructive notice of a potential leak. Under such circumstances, the request for adjustment must be submitted within thirty (30) days of the billing date or seven days before the next regularly scheduled Town Council meeting, whichever occurs later.

#### **B. Required Documentation**

The request must include:

1. A written description of the nature, location, and estimated duration of the leak.
2. Documentation of the repair, including:
  - a. A dated invoice or receipt from a licensed plumber; or
  - b. A signed statement from the property owner stating that the repair was self-performed.
3. Photographic evidence of the leak or repair, if available.
4. Incomplete or untimely requests may be denied or returned for additional information.
5. Proof of total household income.

### **Section 4. Adjustment Calculation**

If the request for relief is approved, the Town shall adjust the customer's bill according to the following guidelines.

1. The adjustment shall apply only to the excess usage as defined under Section 2, Eligibility.
2. The cost of excess usage may be reduced to:
  - a. The Town's wholesale or the applicable base water rate per gallon for the excess amount; or
  - b. A discount of 50% on the excess usage charge, whichever results in a lower bill to the customer.



3. Only one (1) adjustment may be granted per customer account in any twenty-four (24) months.

#### **Section 5. Exclusions**

Adjustments shall not be granted under the following circumstances.

1. The leak occurred within the interior plumbing of the home or other building, or in an irrigation system.
2. The excess usage resulted from negligence, willful damage, or failure to maintain private infrastructure.
3. The leak was associated with construction, remodeling, or landscaping projects.
4. The request is submitted outside the allowed timeframe as stated in Section 3.
5. The required documentation is not provided.

#### **Section 6. Final Authority**

All requests for adjustment are subject to review by the Huntsville Town Clerk and final approval by the Town Council.

1. The Town Clerk is hereby authorized to review requests for relief, determine eligibility, and grant relief consistent with this policy.
2. If relief is denied, the Town Clerk is authorized to set a repayment schedule.
3. The decision of the Town Council shall be final.