



## TOWN OF BROADWAY WATER BILL ADJUSTMENT POLICY

EFFECTIVE JULY 1, 2026

### LEAKS:

If the Town becomes aware of a broken water line on private property, notification will be made immediately to the property owner of a potential water leak. The water bill may be adjusted accordingly. There will only be one adjustment allowed every 12 months, unless noted otherwise by the Town Manager and/or Mayor.

Prior to the adjustment approval by the Town Manager, the following conditions must be met:

- The individual must have a receipt from a licensed plumber showing the water supply line was leaking and/or equipment, i.e., toilet, hot water heater, etc. was repaired and/or replaced.
- OR -
- The individual may make repairs. Broadway Public Works staff must verify that a leak existed. Receipts for repair must be presented to Town staff.

If approved:

- Adjustment to the water bill will be for the month in which the leak was discovered, or the leak was verified by staff. The most recent 12-month average water usage will be used to determine the adjustment.
- In the event of a leak resulting in more than 20,000 gallons, the individual will be charged for the Town's cost of water. Any adjustment to the sewer usage must be approved prior to by the Town Manager and/or the Mayor.

### POOL FILL

The Town offers a one-time pool fill adjustment for residents. Only one credit per calendar year is allowed between the months of March and October. Only sewer charges are adjusted, water charges remain unchanged.

A photo of the water meter before filling and after filling will be required by the Town. If photo unavailable, the Town will accept a signed letter stating the gallons used. If neither photo nor letter are available, the Town will use the average water bill for the last 12 months to determine amount of adjustment.