

IC 8-1.5-3.5

Chapter 3.5. Water Bill Adjustments for Undetected Leaks

IC 8-1.5-3.5-1

"Unusually large bill"

Sec. 1. As used in this chapter, "unusually large bill" means a residential water bill that reflects monthly water usage, in whatever units measured, that is at least two (2) times the customer's average monthly usage at the premises.

As added by P.L.53-2004, SEC.1. Amended by P.L.2-2005, SEC.26.

IC 8-1.5-3.5-2

"Utility"

Sec. 2. As used in this chapter, "utility" refers to a water utility owned or operated by a municipality.

As added by P.L.53-2004, SEC.1. Amended by P.L.2-2005, SEC.27.

IC 8-1.5-3.5-3

Utility's discretion to adjust unusually large bill when excess usage caused by undetectable damage to equipment

Sec. 3. Notwithstanding IC 8-1-2-103(a), a utility may adjust an unusually large bill if the excess usage reflected in the bill is caused by physical damage to any facility or equipment supplying water to the premises and the damage:

- (1) is not visible or detectable on the customer's premises except upon excavation or some other disturbance of the property; and
- (2) is not the result of an act of the customer, or of any agent or contractor hired by the customer.

As added by P.L.53-2004, SEC.1.

IC 8-1.5-3.5-4

Adjustments to be in accordance with policies adopted by utility

Sec. 4. A utility that elects to adjust unusually large bills must do so in accordance with policies adopted by the utility. The utility's policies must specify the procedures by which a customer may request an adjustment and prove the damage described in section 3 of this chapter.

As added by P.L.53-2004, SEC.1.