

# Pay Water Bill

## SECTION 3.2. LEAK ADJUSTMENT POLICY

The purpose of the Town of Gurley Water Leak Adjustment policy is to provide the customer with relief from an unusually high water bill resulting from a water supply line failure. The Billing Office will make an adjustment to a customer's water bill according to this policy. To receive a billing adjustment due to a leak, the following conditions must be met:

- 1. The leak has to be in the customer's supply line (in the yard or underneath the house). Leaking fixtures, malfunctioning appliances, running faucets, and similar situations do not qualify for a leak adjustment.*
- 2. The Town of Gurley will only go back two months for a leak adjustment. Also, if it is a large leak, the water will be turned off after the second month until the leak is fixed. Our office will adjust for the first two (2) months after the leak was discovered.*
- 3. An employee of the water department must verify the location and nature of the leak and verify that the leak was repaired.*

Adjustments to the water bill will be based on "historic usage" of the customer over the previous 6 months, which shall reflect seasonal or other historic patterns. If the customer does not have at least six (6) months of previous bills to establish historical usage, then the adjustment will be based on the available data, which can include similar customers. The past usage for six (6) months is divided by 6 to arrive at an average monthly usage. The average total is subtracted from the gallons used during the month the leak occurred. This usage is not considered the leak amount and is billed according to our tariff. For large leaks, a payment plan can be set up if the customer desires.

To pay your water bill online, click the link on this page. You will be directed to another website.

(When entering the account number leave out the dashes)

At this time we are unable to take E-checks and American Express cards.

## Related Links

- [Water Bill Payment Website](#)