

**MIDDLESEX WATER AUTHORITY**

***RATES, RULES AND REGULATIONS***

**For**

**Water Service**

**Served by**

Middlesex Water Authority

By – The Board of Directors

Adopted November 17, 2021

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# MIDDLESEX WATER AUTHORITY - RATES, REGULATIONS AND RULES

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# MIDDLESEX WATER AUTHORITY RATES, REGULATIONS AND RULES

## I. Definitions

- A. “Authority” as used herein is Middlesex Water Authority (MWA) whose primary purpose is to provide water service to Middlesex County, Virginia.
- B. “Water service connection” as used herein shall mean a water service line connecting MWA’s water main to an owner’s premises.
- C. “Owner” or "Owner of Record" as used herein is the name that is listed on the Property Deed filed with Middlesex County, Virginia.
- D. "Premises” as used herein shall mean a lot or parcel of land located in MWA service area.
- E. "Improved premises” as used herein shall mean a lot or parcel of land upon which a dwelling is situated.
- F. “Connected premises” as used herein shall mean a lot or parcel of land to which a water connection has been made.

## II. Rates and Fees

These rates and fees are applicable to all owners in MWA service area.

- A. **Water rates will be billed monthly.** See Regulation and Rule
  - 1. **Connected premises:**
    - 0 – 3,000 gallons **\$45.00**
    - Over 3,000 gallons **\$10.00 per 1,000 gallons**
- B. **Application Processing Fee:** **\$20.00** B. 2
- C. **Turn Off/On Fee:** **\$75.00 (Violation)** N.  
**\$35.00 (Convenience)**
- D. **Returned Check Fee:** **\$35.00** K.
- E. **Late Payment Fee:** **10.00%** J.
- F. **Bulk Water Fee** **\$10.00 per 1,000 gallons** Q.

### **III. Regulations and Rules (R&R)**

#### **A. GENERAL:**

1. The MWA office is located at 877 General Puller Hwy, Saluda, Virginia, 23149
2. The telephone number for billing and service questions is 804-758-4330.
3. In case of emergency or after hours, call the emergency number 757-603-5244 and leave a message. Someone will contact you as soon as possible.
4. MWA will maintain, operate and service the water facilities (up to and including the curb-stop valve and or meter).
5. The service pipe, meters and fixtures on the owner's premises shall be accessible to the MWA for observation or inspection at reasonable hours.
6. MWA shall have the right to require easement from owners for the installation of meters, and/or service connections and may condition the continuance of service on proper granting of such easements.
7. No person shall turn the water on or off at any street valve, corporation cock, meter cock or other connection, or disconnect or remove any meter, cut-off valve or valve box or disturb any connection pipe or service line without the consent of MWA. Penalties provided by law for any such unauthorized action will be enforced.
8. No employee or agent of MWA shall have the right or authority to bind it by any promise, agreement, or representation contrary to the letter or intent of these rules and regulations.
9. Any complaint against the service of employees of MWA should be made at the office of MWA and preferably in writing.

#### **B. APPLICATION FOR SERVICE:**

1. The Middlesex Water Authority shall furnish the applicant a "disclosure packet" including these Rates, Regulations and Rules and a current Water Quality Report after the first year of operations
2. Before a water connection can be provided, the owner shall make application for such service. A WATER CONNECTION FORM (MWA-71A) is used for the purpose and must be signed by the property owner. Upon approval of the application MWA shall install the water connection within thirty (30) days after fees are paid. A \$20.00 application processing fee must be paid prior to service.
3. Whenever there is a change in the ownership and service is to be provided to a new owner, an application, CHANGE IN OWNERSHIP FORM (MWA-71C), is required. MWA reserves the right to require the applicant to establish that the applicant is the deeded owner of record of the premises. A \$35.00 application processing fee must be paid prior to service.

4. Whenever there is a change in name/billing address for an owner, an application, CHANGE IN NAME/BILLING ADDRESS FORM (MWA-71B) is required from the owner. No charge shall be made for this service.
5. Whenever the owner of record wants to change the name/billing address to that of a tenant, an application, TENANT/LANDLORD AGREEMENT FORM (MWA-71D) is required. No charge shall be made for this service.
6. Whenever an owner of record wants to turn the water service on/off at the meter box for convenience, an application, REQUEST FOR OFF/ON WATER SERVICE FORM (MWA-71E) is required. A \$35.00 application processing fee must be paid prior to service.
7. Should at any time the owner does not comply with this section, service may be discontinued.

### **C. SERVICE CONNECTIONS:**

1. **New Service Connection** - Before a water service connection is provided, the owner or his/her duly authorized representative, shall make application for water service using WATER CONNECTION FORM (MWA-71A). Upon approval of the application, MWA will install the service connection from the main in the street to (or near) the property line and will charge a base connection fee dependent upon size of meter requested/needed. If a new service connection incurs more cost, MWA has the option to add gross-up for applicable charges, but in no event be less than the base connection fee. All connection fees are agreed to and paid before the application can be processed and approved. MWA will maintain and place all water service connections from the meter box to the street, including the cut-off valve and meters.
2. MWA will install, maintain, and operate a service line to the property line of each owner (or not more than ten (10) feet beyond). At these points, designated as "delivery points," cut-off valves or meters will be purchased, installed, owned, and maintained by MWA. The cost of the service line from the main distribution pipeline to the cut-off in the meter box of each owner shall be paid by MWA (gross up charge may apply). MWA shall have sole and exclusive right to use such cut-off valve. However, the provisions of this rule shall not be construed to require the acquisition or installation of meters or curb-stop valves where MWA determines that the use of either or both of such devices is impractical and will not protect the system and the rights of the owner and/or is not economically feasible.
3. Each owner will be required at his/her own expense to have dug a ditch for the connection of the water service line from the meter box or property line of the owner to his/her dwelling or other portions of his/her premises, and to purchase and have installed the portion of the service line from his/her property line to the place of use on his/her premises. He/she will maintain such portion of such line or lines at his/her own expense. In addition, each owner shall pay such connection charge, and gross up changes if any, as may be imposed by MWA before such owner will be entitled to receive water from the system. (See R&R - D)

4. A property owner may be permitted to have additional service lines from MWA's water system at the discretion of MWA upon proper application thereof and the tender of payment not to exceed the then existing connection charge. Approval by MWA of additional service lines is necessary to protect the interest of other owners and to other properties that need service along the distribution lines of the system. Each service line shall connect with MWA's water system at the nearest available place desired by the owner. If the Authority's water system is inadequate to permit the delivery of water through a water service line installed at such a place without interfering with the delivery of water through a prior line, then such service line shall be installed at such place designated by MWA.

5. An owner is permitted to purchase extra water from MWA pursuant to such agreement as may from time to time be provided and required by MWA, such as is needed by him/her for domestic, gardening, or other purposes as may be desired, subject, however, to the provisions of such rules and regulations. Only such water may be delivered through his/her service lines as may be necessary to supply the needs of each owner. The water delivered through each service line will be metered separately, irrespective of the number of service lines owned by the owner. (See R&R - F)

6. In the event the total water supply shall be insufficient to meet all the needs of the owner or in the event there is a shortage of water, MWA may prescribe a schedule of hours covering the use of water for gardening purposes and require adherence thereto or prohibit the use of water for gardening purposes. If at any time the total water supply shall be insufficient to meet all the needs of the owner for domestic or gardening purposes, MWA must first satisfy all the reasonable needs for domestic purposes before supplying any water for other purposes and must satisfy all of the needs for all of the owners for domestic purposes before supplying water for other purposes. During the periods of shutoff of additional service lines, the cost, if any, of resuming the flow of water to such additional service lines shall be borne by MWA.

#### **D. OWNER SERVICE PIPES:**

1. MWA will specify the size, kind and quality of the materials which shall be laid between the meter cock (or cut-off valve) or property line and the structures on the premises to be supplied.

2. The water service pipe from the meter cock (cut-off valve) to the place of consumption shall be furnished and installed by the property owner at his/her own expense and risk.

3. The owner's service pipe(s) and all connections, fixtures, cross connections, and backflow valves attached thereto shall be subject to the inspection and approval of MWA before the water will be turned on.

4. The owner's service pipe(s) shall be laid at all points at least below the local frost line and in accordance with the State Uniform Building Code, and any local ordinances that apply and shall be installed in trenches at least two feet in a horizontal direction from any other trench wherein are laid gas pipes, service pipe, or other facilities, public or private, unless otherwise specifically authorized or approved by MWA. In backfilling the trench, rock or ashes shall NOT be permitted within one foot of a service pipe and clean soil shall be filled-in to a depth of at least one foot over a service pipe.

5. Any repair, maintenance, replacement, or relocation necessary on the owner's water service pipe or fixtures in or upon the owner's premises shall be performed by the owner at his/her expense and risk in a manner approved by MWA.

**E. CROSS-CONNECTION AND BACK SIPHONAGE:**

1. No pipe or fixture connected to the mains of MWA shall also be connected to pipes or fixtures supplied with water from any other source.
2. Piping systems supplying swimming pools or tanks shall be so arranged as to prevent water from re-entering the water distribution system by siphonage or other means. An independent supply pipe shall be provided in such a way that its discharge end is at least eight inches above the highest possible water level in such a swimming pool or tank. These installations shall in each case be approved by MWA.
3. The plumbing on all premises supplied from MWA's water system shall conform to the Commonwealth of Virginia Sanitary Code and any Sanitary Code of Middlesex County which may be applicable.

**F. METERS AND METER INSTALLATION:**

1. MWA shall determine the type and size of any meter to be installed.
2. Meters will be furnished, installed, and removed by MWA and shall remain its property.
3. Meters will be maintained by MWA at its expense. Damage to any meter arising out of or caused by negligence or carelessness by the owner or others shall be paid for by the owner.
4. The owner receiving water through a meter shall promptly notify MWA of any defects in or damage to the meter or its connection.

**G. METER TESTS AND TEST FEES:**

1. All meters shall be accurately tested before installation. Meters shall also be periodically tested in accordance with the MWA policy, may at any reasonable hour, remove any meter for routine tests, repairs, or replacements.
2. MWA shall upon request of an owner, send the meter to the manufacturer or authorized representative, to test for accuracy of the meter, provided that the meter has not been tested within a period of two (2) years prior to such request. A written report of the results of the test shall be furnished to the owner.
3. If a meter test has been conducted within the past twenty-four (24) months, and the owner still desires a test, he/she must pay the actual cost of the test. If the meter is found to have an average error greater than two percent (2%), the test will be at no charge.

4. Whenever a test of a meter reveals it to have an average error of more than two percent (2%), the Authority shall bill or refund to the owner, the amount determined in error for the previous six (6) months. If the meter was found to be in error at the time of the test, and it can be shown from the records of either party that the error found has existed for a greater or lesser period, the adjustment shall cover such actual period.

#### **H. OWNER DEPOSITS:**

1. MWA may at any time require of any owner a cash deposit of one quarter's water charge or other suitable guarantee to secure the performance by the property owner of the terms and conditions of MWA under which water service is supplied.

2. The deposit shall be refunded to the owner after not more than one year if satisfactory credit has been established or after settlement of the owner's account, whichever is first.

3. Interest on the deposit will be paid at the rate determined annually by MWA not to exceed 5%. Credit of interest shall be made annually.

4. If the property owner fails to maintain satisfactory credit with MWA, it may require a deposit from the owner which will be held until the owner has established satisfactory credit for a period of not less than one year.

#### **I. TERMS OF PAYMENT:**

1. If a bill is not paid within twenty (20) days after the billing date, service may be discontinued upon ten (10) days written notice to the deeded owner of record. The owner's deposit, if any, may be applied against such bill and any other arrears due by the owner. Upon payment by the owner of all past due water charges, penalties thereon and any re-connection charge, the owner shall then be entitled to resumption of water service.

2. Owners are responsible for furnishing MWA with their correct address. Failure to receive bills will not be considered as an excuse for non-payment nor permit an extension of the date when the account will be considered delinquent.

3. If bills are to be sent to an address other than the premises served, the owner shall file with MWA an APPLICATION FOR SERVICE CHANGE IN NAME/BILLING ADDRESS FORM (MWA-71B).

4. MWA will send bills to and/or receive payments from agents or tenants. This will be done only when the owner has filed an APPLICATION FOR SERVICE TENANT/ LANDLORD AGREEMENT FORM (MWA-71D). The deeded owner of record will be notified of delinquent bills and will remain liable for all charges.

5. Payments shall be made to MWA.



**J. LATE PAYMENT CHARGES:**

Bills for service shall be rendered monthly for water service. A late fee of ten percent (10 %) will be added thirty (30) days after the invoice date at the option of MWA.

**K. RETURNED CHECK CHARGE:**

1. There shall be a \$35.00 charge for checks returned for insufficient funds or for any other reason attributable to the owner.
2. MWA may require an owner's deposit (see R&R - H) when two (2) returned checks in a twelve (12) month period occurs.

**L. ABATEMENTS:**

1. There shall be no abatement of the rates in whole or in part, by reason of the extended absence of the property owner. No abatement shall be made for leaks or for water wasted by improper or damaged service pipes or fixtures belonging to the owner. However, individual cases may be considered for adjustment or settlement of a disputed charge for water use due to excessive leaks. (See Attachment A, Water Bill Abatement Policy for details.)
2. Adjustments will not be considered for disputed bills for which three (3) months have elapsed from the date such charges were billed.

**M. DISCONTINUANCE OF WATER SERVICE:**

1. Water service may be discontinued by MWA for any of the following reasons:
  - a. For willful or indifferent waste of water due to any cause.
  - b. Failure to protect and maintain the service pipe or fixtures on the property of the owner in a condition satisfactory to MWA and meets all building codes.
  - c. For molesting or tampering by the owner or others, with any meters, connections, or service pipe, meter cock, seal, cut-off valve, curb-box, or any other appliance of MWA controlling or regulating the owner's water supply.
  - d. For failure to provide MWA's employees free and reasonable access to the premises supplied, or for obstructing the way of ingress to the meter, cut-off valve or other appliances controlling or regulating the owner's water supply.
  - e. For non-payment of any account for water supplied, for water service or for any fee or charge accruing under these rules and regulations and the effective schedule of rates.
  - f. For violation of any rule or regulation of MWA.
2. Discontinuing the supply of water service to a premise for any reason shall not prevent MWA from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the owner. Such availability fees, if unpaid, shall constitute a lien against the premises, which lien shall be superior to all liens against the premises except those for governmental purposes.

3. When water service to an owner has been terminated for any of the above stated reasons, it will be renewed only after the conditions, circumstances or practices which caused the water service to be discontinued are corrected to the satisfaction of MWA, and upon payment of all charges due and payable by the owner in accordance with these rules and regulations and the effective rates.

**N. TURN-OFF/ON CHARGE:**

**Violation:**

1. When it has been necessary to discontinue water service to any premise because of a violation of these rules and regulations, or because of non-payment of any bill, a charge of \$75.00 will be made for turning on the water or providing service. This charge, along with any other charges against the owner and due MWA, must be paid-in-full before the water service will be resumed.
2. MWA will not be held responsible for any damage to the owner's property that may occur because of turning service on or off.
3. If at the time of such discontinuance of service for non-payment of any bill, the owner does not have a deposit with MWA, MWA may require a deposit as a guarantee of future bill payment before service is resumed. (See R&R - H)
4. If it becomes necessary to turn the water off four (4) times (not necessarily to run in consecutive billing periods), a one-year deposit may be required for turning on the water or providing service. (See R&R - H)

**Convenience:**

If the turn off/on is for the convenience of the owner to make repairs to the owner's property or for an extended absence from the property, the owner must file application for service, REQUEST FOR OFF/ON WATER SERVICE FORM (MWA-71E). A \$35.00 application processing must be paid-in-full prior to the performance of the service.

**O. PRESSURE AND CONTINUITY OF SUPPLY**

1. In high level sections where pressure is low, the owner may desire a higher pressure than that furnished at the mains of MWA and may install at his/her own expense a tank and/or booster pump of a type and installation approved by MWA.
2. Where the pressure to an owner's premises is greater than he/she wishes, it shall be his/her responsibility to install the proper regulating device to reduce the pressure to the extent desired.

**P. INTERRUPTION IN WATER SUPPLY:**

1. MWA may at any time shut off the water in the mains in case of an accident, or for the purpose of making connections, alterations, repairs, changes, or for other reasons and may restrict the use of water to reserve a sufficient supply for fire service or other emergencies whenever the public welfare requires such action.

2. While it is the intention of MWA to give notice in advance of any work which must be done that will necessitate any interruption of the water supply, such notice is to be considered an accommodation and not a requirement on the part of MWA. Property owners must so regulate their installations connected with the water supply system that damage will not occur if water is shut-off without notice.

2. MWA will undertake to use reasonable care and diligence to prevent and avoid interruptions and fluctuations in the water service, but it cannot and does not guarantee that such will not occur.

**Q. FIRE HYDRANT USE AND FEE**

1. MWA fire hydrants are for the purpose of fire suppression used at the discretion of the local fire departments. MWA may authorize the use of a fire hydrant for the express reason of fire suppression by a local jurisdiction or municipal entity within the boundaries of Middlesex County.

2. MWA may authorize bulk distribution of water from a fire hydrant at a rate of \$10.00 per 1,000 gallons of water due at the time of purchase.

3. No water shall be distributed from a fire hydrant without a MWA approved backflow prevention device and water meter provided by the customer. The backflow prevention device shall have a current annual certification by a Virginia DPOR licensed Backflow Prevention Technician other than for fire suppression.

4. The bulk water purchaser shall be responsible for documenting and providing accurate water meter readings to MWA before and after the bulk water purchase.

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**APPLICATION FOR SERVICE  
CHANGE IN NAME/BILLING ADDRESS FORM MWA-71B**

**The applicant should review the rules and regulations prior to submitting this form.  
For specifics: see R&R - I.**

Date \_\_\_\_\_

Owner of Record \_\_\_\_\_

Telephone # or #'s \_\_\_\_\_

Old Mailing Address \_\_\_\_\_

New Mailing Address \_\_\_\_\_

Date of Requested Change \_\_\_\_\_

Signature of Owner \_\_\_\_\_

\*Race \_\_\_\_\_ \*Gender \_\_\_\_\_

.....  
Application Approved By \_\_\_\_\_

Date \_\_\_\_\_

*Middlesex Water Authority*

There is no charge for this service.

\* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

**APPLICATION FOR SERVICE  
CHANGE IN OWNERSHIP FORM MWA-71C**

**The applicant should read all the regulations and rules prior to submitting this form. For specifics: see R&R - B.**

Date \_\_\_\_\_

Lot # and Address \_\_\_\_\_

Previous Owner \_\_\_\_\_

Owner of Record \_\_\_\_\_

Mailing Address \_\_\_\_\_

Telephone # or #'s \_\_\_\_\_

Date of Change in Ownership \_\_\_\_\_

Signature of Owner \_\_\_\_\_

\*Race \_\_\_\_\_ \*Gender \_\_\_\_\_

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Application Approved By \_\_\_\_\_ Date \_\_\_\_\_

*Middlesex Water Authority*

Payment Made:      Application Fee \_\_\_\_\_

\* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

**APPLICATION FOR SERVICE  
TENANT / LANDLORD AGREEMENT FORM MWA-71D**

**The applicant should read the regulations and rules prior to submitting this form. For specifics: see R&R - I.**

Date \_\_\_\_\_

Lot # and Address \_\_\_\_\_

Owner of Record \_\_\_\_\_

Mailing Address \_\_\_\_\_

Telephone # or #'s \_\_\_\_\_

Name of Tenant \_\_\_\_\_

Tenant's Address for Billing \_\_\_\_\_

Tenant's Telephone # or #'s \_\_\_\_\_

Date of Requested Change in Billing \_\_\_\_\_

Signature of Owner \_\_\_\_\_

\*Race \_\_\_\_\_ \*Gender \_\_\_\_\_

.....  
Application Approved By \_\_\_\_\_

Date \_\_\_\_\_

*Middlesex Water Authority*

There is no charge for this service.

\* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

**APPLICATION FOR SERVICE  
REQUEST FOR OFF/ON WATER SERVICE FORM MWA-71E**

**The applicant should read the regulations and rules prior to submitting this form. For specifics: see R&R - O.**

Date \_\_\_\_\_

Lot # and Address \_\_\_\_\_

Owner of Record \_\_\_\_\_

Mailing Address \_\_\_\_\_

Telephone # or #'s \_\_\_\_\_

Date of Requested Off/On Water Service \_\_\_\_\_

Signature of Owner \_\_\_\_\_

\*Race \_\_\_\_\_ \*Gender \_\_\_\_\_

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Application Approved By \_\_\_\_\_ Date \_\_\_\_\_

*Middlesex Water Authority*

Payments Made:      Application Fee \_\_\_\_\_



\* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

**FEDERAL FAIR HOUSING LAW DISCLOSURE**

All applications are considered without regard to race or color, religion, sex, national origin, familial status, or disability of the members of the groups applying (provided the applicant has the capacity to enter into a legal contract), and service must be extended on the same basis. The information solicited on this application is requested by Middlesex Water Authority to ensure the Federal Government, acting through its Rural Development, that federal laws prohibiting discrimination against applicants is complied with. You are not required to furnish this information but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, MWA is required to note the race/national origin and sex of an individual applicant based on visual observation or surname.

# Middlesex Water Authority

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## Water Bill Abatement Policy

The purpose of this policy is to provide the Board of Directors (BOD) of the MWA and water customers with guidelines to follow for a reduction/abatement of an unusually high water bill due to a leak. Once contacted, the MWA business office will send a copy of this policy to the customer.

It shall be the policy of the MWA to consider an abatement of an unusually high water bill when a customer has requested an abatement for a leak under the following conditions:

1. The customer:
  - a. notifies MWA of a leak they find, or
  - b. responds to a MWA notification of unusually high water usage as soon as possible.
2. The customer, in any case, makes every effort to repair the leak immediately or no more than two (2) weeks after report of the leak.
3. The customer provides the MWA business office proof the leak has been repaired in the form of a receipt for the expense of repairing the leak.
4. The customer pays the base rate (availability fee) on time.
5. The customer makes a timely request in writing for relief from the high water bill due to a leak. Timely is considered writing thirty (30) days of receipt by customer of the water bill with excessive use in question.

Under the previously stated conditions and at the sole discretion of the MWA BOD, relief or abatement may be provided to the water customer in the following manner:

- Upon receipt of a request for abatement, the BOD will consider the request and render a decision at the regularly scheduled BOD meeting and will notify the customer in writing.
- The abatement, if any, shall result in the customer paying an amount equal to 1.5 times the cost of the customer's average water usage over the previous twelve (12) months as determined by the MWA business office or the total amount of the bill whichever is less.
- Any water fee adjusted by the BOD is due to the MWA business office within fourteen (14) days of written notice of abatement.
- Failure to pay the adjusted amount due may result in water service disconnection, and the current reconnection fee will apply.

All decisions by the MWA BOD are final and non-negotiable. Failure of the customer to comply with this policy and its time constraints may result in no abatement of the cost for water due to a leak. No other abatement of the cost for water will be made for any reason.