



Utility Adjustments

March 12, 2026

Presented by Jessie Moyers, CFO



Toilet Leak Adjustment

- Hidden leaks are common and can waste thousands of gallons of water without the customer noticing.
- Currently the city does not allow for an adjustment because it is seen as a maintenance issue.
- Large unexpected bills can cause financial hardships on customers.
- High usage is the result of a mechanical failure and not intentional water use, so staff would like a way to help residents mitigate unexpected high bills.
- Adds language to Staunton City Code section 13.20.070 Toilet Leak Billing Adjustment to allow customers to have one adjustment every 36 months.
- Must show the repair has been made.
- Bill is reduced to 2x the average usage for water and sewer.

- Pool adjustments are not new.
- This will codify the pool adjustment.
- Adjust the sewer usage down to the average usage since the water does not go down the sewer.
- Adjustment cannot exceed the estimated volume of the pool based on measurements.
- Minimum volume is 5,000 gallons.





Refuse Exemption on Vacant Properties

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- A decorative horizontal bar consisting of ten rectangular segments in various colors: dark purple, olive green, blue-grey, grey, yellow, dark red, dark blue, tan, teal, and light green.
- Updates Staunton City Code section 8.30.110 Fees – Prescribed
 - Allows the CFO to waive refuse fees for any multifamily residential structure if vacant.
 - Pertains to properties where the water must be left on in order to operate the boiler system.
 - Only water usage is due to the operation of the hydronic heating system, which is typically little to no usage.



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- Questions?