Leak file — 187 m³ against 62 m³, the capping calculated to the euro

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Complaint received on 18 June, assessed the same day · fictional document

Fictional document — demonstration example

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Fictional document — customer, readings and amounts invented for the demonstration. **No decision is taken:** the reduction and the payment plan are acts of the service. **The agent assesses, costs and justifies; the head of customer service signs.**

The four readings underpinning the calculation

Period	Reading date	Index	Consumption	Type of reading
Period N−3	12/12/2024	1,486 m³	58 m³	Contradictory reading
Period N−2	14/06/2025	1,551 m³	65 m³	Contradictory reading

Period	Reading date	Index	Consumption	Type of reading
Period N−1	11/12/2025	1,614 m³	63 m³	Contradictory reading
Average of the last three periods	—	—	**62 m³**	**Comparison basis of art. L. 2224-12-4 III bis**
Current period	**10/06/2026**	**1,801 m³**	**187 m³**	**Contradictory reading**
Double threshold	—	—	**124 m³**	**Exceeded by 63 m³**

58 + 65 + 63 = 186 m³ over three periods, i.e. an average of 62 m³. The double is 124 m³, and the reading of 10 June shows 187: the article L. 2224-12-4 III bis threshold is crossed by 63 m³. The service observes — and the text obliges it to inform the customer « without delay », and at the latest when the invoice based on that reading is sent. The notice went out on 10 June, the day the reading was loaded. Its date is in the log.

The capping calculated, at the tariffs resolved on 11 December 2025

Item	Invoice as it stands — 187 m³	After capping at the double — 124 m³	Difference
Half-year standing charges (water €29.00 + sanitation €21.00)	€50.00	€50.00	—
Drinking water variable charge — €1.72/m³	**€321.64**	**€213.28**	**€108.36**
Sanitation variable charge — €1.38/m³	€258.06	€171.12	€86.94

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Item	Invoice as it stands — 187 m³	After capping at the double — 124 m³	Difference
Domestic pollution levy — €0.29/m³	€54.23	€35.96	€18.27
Network modernisation levy — €0.18/m³	€33.66	€22.32	€11.34
Total	**€717.59**	**€492.68**	**€224.91**
Check	—	—	**63 m³ × €3.57/m³ = €224.91**

> **The scope of the capping deserves to be named precisely, because two regimes overlap. Article L. 2224-12-4 III bis concerns the DRINKING WATER invoice: that is what binds the service. Extending it to the sanitation share and the water agency levies rests on article 21 of YOUR service by-law**, which provides for it where the lost volume did not reach the collection network — as is the case with a buried leak. **That is a contractual commitment of the authority, not a legal obligation: it is read in your by-law, at its date, and the authority board can change it. The agent applies what the by-law says; it does not infer it.**

What the certificate request letter says, and the return trip it saves

Particular stated in the letter	Basis	Why it avoids a chaser
The certificate must state WHERE the leak was	Art. L. 2224-12-4 III bis + decree 2012-1078 of 24 September 2012	**187 certificates out of 640 were missing one last year — 29.2%**

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Particular stated in the letter	Basis	Why it avoids a chaser
The certificate must state WHEN the repair was carried out	Same basis	Same finding
The deadline is one month from this notice	Same basis	The customer knows their deadline, written out in full
What the arrangement does NOT cover: leaks from household appliances and from sanitary or heating equipment	Same basis — the text expressly excludes them	**Saying so in the first letter spares the customer paying a plumber for a certificate that will serve no purpose**
The certificate template, enclosed with the letter	Service template	The plumber fills in a form instead of writing incomplete free text
The amount that will be capped if the certificate is produced: €224.91	Calculation above	**The customer knows what they get before paying their plumber**

What remains payable, and why a payment plan makes sense

Situation	Amount	Reading
This customer's ordinary invoice — 62 m³	€271.34	Their usual reference point
Invoice as it stands — 187 m³	€717.59	What they dread
Invoice after capping — 124 m³	**€492.68**	**Capping puts a ceiling on it, it does not wipe it**
Extra cost still borne by the customer	**€221.34**	**It is for that gap that a payment plan makes sense**

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Situation	Amount	Reading
Draft plan attached	**4 monthly instalments of €123.17**	**€492.68 ÷ 4 — no fees, no interest**
Decision	—	**The reduction AND the payment plan are acts of the head of customer service**

The timeline — 34 days today, 4 days with the agent

Stage	Today	With the agent	What is at stake
Anomaly detected on the reading	**At the customer's complaint, after the invoice arrives**	**When the reading is loaded, before billing**	—
Customer notified (art. L. 2224-12-4 III bis)	**12 days**	**Same day**	**This is where the service keeps or loses the right to bill the 63 m³**
Plumbing certificate requested	9 days	**Enclosed with the notice, same envelope**	—
Certificate received and checked	11 days	3 days	Both particulars are checked at submission
Draft decision handed to the service	2 days	1 day	File costed and justified article by article
Total	**34 days**	**4 days**	**The decision takes five minutes instead of a month**

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Time saved is not the real subject of this table, and that should be said. The 12 days on the second line are not an inconvenience: they are the 12 days during which the service can tip over to the side where article L. 2224-12-4 III bis takes the debt away from it. Out of 640 files last year, 214 tipped over — €38,700.00. Bringing that line down to zero days is the only thing this attachment does, and it is the only one that cannot be made good afterwards.

What assessment weighs over the year

Item	Today	With the agent	Annual volume	Hours given back
Assessing a leak complaint — gathering readings, history, by-law, drafting	**33 min — 60% of the file's 55 minutes**	**5 min 30 — 10%**	**640**	**293 h 20**

Reduction of €224.91 granted / refused by the head of customer service, on: _____ — ground: _____

Payment plan of 4 instalments of €123.17 accepted by the customer, on: _____

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deployment chosen.