



## **Policy 1 - Adjustments to Bills or Leak Adjustments**

**ADOPTION DATE: JUNE 3, 1995**

**EFFECTIVE DATE: JUNE 3, 1995**

**Revision #1 Dated September 6, 2002**

**Revision #2 Dated August 1, 2003**

**Revision #3 Dated August 4, 2006**

*RESPONSIBLE FOR ADMINISTERING POLICY:*

*MANAGER, GOVERNING BOARD*

### **BACKGROUND AND PURPOSE**

It is accepted utility practice in the United States that the customer is responsible for utility service on the customer side of the meter. This includes leakage.

The utility is operated for the benefit of all existing and future customers, and while no customer shall intentionally be treated unfairly, no customer shall be treated in a way that compromises the interests of other customers.

### **LIMITATIONS**

The utility is subject to state and Federal regulations and has no discretion to adjust bills in a manner which would violate these regulations.

### **Policy**

1 ... The need to adjust a utility bill may be evident by a customer complaint of excessive billing or evidence of leakage on the customer side of the meter.

2 ... It is the customer's responsibility to keep his plumbing system in good working order. If, however, utility meter readers or other employees suspect leakage on the customer's side of the meter, they shall attempt to notify the customer by leaving a "door-hanger" on the premises or by telephone.

3 ... No customer shall receive more than one adjustment during any one calendar year.

4 ... The UTILITY will first determine that the meter was properly read. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of utility equipment, a new bill will be issued using an estimated reading based on an average of the past 12 months billings for this period. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.

5 ... If an investigation of the meter and meter record establishes that the meter was properly read and that there was no failure of utility equipment, the bill will remain valid and payable.

6 ... If the customer questions the accuracy of the meter, he may pay the utility bill in question plus a meter testing deposit of \$60 (residential meters) or \$500 (commercial or industrial meters). The UTILITY will remove the meter and ship it to the manufacturer or have a recognized meter testing company test the meter on site. The UTILITY will pay all costs associated with the testing of the meter.

If the meter proves to be accurate within guidelines established for used meters by the American Water Works Association (AWWA), it is deemed to be accurate. If the meter tests accurate, the customer forfeits the meter testing deposit. If the meter does not meet AWWA accuracy standards, the UTILITY shall refund the meter testing deposit to the customer and repair or replace the meter.

7 ... If an adjustment of the customer's bill is warranted, the amount of the bill will be determined based on the usage of the same month of the previous year and the cost of the utility purchased price of water, plus handling / distribution fee of no less than \$0.12/1000 gallons.

8 ... To be adjusted, the leak must not be readily evident to a person (such as leaks that are underground, within walls or under floors) or the leak must occur while occupants are away from the premises.

9 ... Adjustments on WATER bills will NOT be made on the following:

(1) Premises left, abandoned or maintained without reasonable care of the plumbing system, including winterization.

(2) More than one occurrence per calendar year;

(3) Filling of swimming pools; and

(4) Leak not repaired after notification by the utility of a leak.

10 ... Utility bills are recurring charges. Failure by the customer to receive a utility bill will entitle the customer to no more than one late fee adjustment per calendar year.

11 ... The UTILITY shall not be obligated to make adjustments of any bills not contested within ninety (90) days from the billing date.

12 ... The UTILITY shall be under no obligation to extend the discount or due date or the time for paying any bills because the customer disputes the amount of the bill.

13 ... All requests for billing adjustments must be received in writing at the business office of the UTILITY during regular business hours or at official meetings of the UTILITY.

14 ... The manager or his/her designee shall file a written report of the customer billing adjustment and the action of the staff regarding the adjustment.

**RECORD KEEPING DURATION**

All records of billing adjustments shall be kept for the minimum of ten years.

**OMISSIONS**

In the absence of specific rules or policies, the disposition of billing adjustments shall be made by the Governing Board in accordance with its usual and customary practices.