



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

Revision #4 Dated January 6, 2012

Revision #5 Dated April 5, 2013

Revision #6 Dated October 3, 2014

Revision #7 Dated August 4, 2017

Revision #8 Dated October 6, 2017

1 ... A customer leak may be evident by a 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, a utility employee suspects 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 leakage adjustment during any one calendar year.

4 ... The UTILITY will first determine that the meter is operating correctly. If an investigation determines no operational issues, the bill will remain valid and payable. However, if the investigation does show a failure of utility equipment, a new bill will be issued. The amount of the

adjusted bill will be based on the discretion of the District Manager. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.

5 ... If the customer questions the accuracy of the meter, he may pay the utility bill in question plus a meter testing deposit of \$250 (residential meters) or \$1000 (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.

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.

6 ... If an adjustment of the customer's bill is approved due to circumstances other than those described in paragraph 4...., the amount of the adjustment will be figured based on the discretion of the District Manager.

7 ... To be adjusted, the leak must not be readily evident to a person (described below). Adjustments will be approved at the District Managers discretion.

QUALIFYING

- 1) Underground Leaks
- 2) Leaks within walls or under floors
- 3) Leak occurs while occupants are away from the premises
- 4) Commode issue

NON-QUALIFYING

- 1) Premises left, abandoned or maintained without reasonable care of the plumbing system, including winterization.
- 2) Filling of swimming pools
- 3) Leak not repaired after notification by the utility of a leak
- 4) Water hose left running at premises

8 ... Utility bills are recurring monthly charges. Considering this and the fact the Utility has no control over postal errors, no adjustments will be made for late fee charges unless due to Utility error. These instances will be handled at the discretion of the District Manager.

9 ... The UTILITY shall not be obligated to make adjustments of any bills not contested within ninety (30) days from the billing date.

10 ... 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.

Board approved date _____
Commissioner _____
Commissioner _____

11 ... All requests (meeting the above requirements) for billing adjustments must be received in writing, by e-mail, phone or at the business office of the UTILITY. The request must be accompanied by a letter requesting adjustment and the repair bill where issue has been repaired.

12 ... Any adjustment must be approved by the district manager. An adjustment report is presented to the commissioners at the monthly board meeting as part of the “financial statements”.

RECORD KEEPING DURATION

All records of billing adjustments shall be kept for the minimum of 3 years and current year.

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.