

POLICY FOR MAKING ADJUSTMENTS ON WATER SEWER COLLECTION AND TREATMENT AND DEBT SERVICES

This policy applies to adjustments on all leaks, unexplained high usage, or filling pools to become effective October 3, 2018.

Leak Adjustments

- The leak has been repaired.
- A request for adjustment form and/or receipt of repairs is turned into the water department.
- When the reading of the meter reflects that the usage has returned to normal, an authorized water department employee may adjust to average usage up to **(3) months** the charges for water, sewer collection and treatment, and debt services.
- This adjustment will be applied to the first 3 months of high usage.
- The average usage will be based on the previous six months of normal usage, or period of same month's comparison.
- Request may be denied if prior year average for the same month/period are of the same pattern.
- The maximum limit to the number of adjustments for leak repairs is **two** per calendar year. **No more than 3 months on any one leak incident will be adjusted.**

Pool Adjustments

- A request for adjustment form is turn into the water department indicating date pool filled.
- An adjustment may be made to charges for sewer collection, sewer treatment and debt services based on the average usage.
- The average usage is based on the previous **six (6) months** of normal usage.
- Only **one** adjustment per calendar year will be given.

Unexplained high usage

- When a customer has **an isolated incident** of high usage (going up **one** month and then returning to normal) and has no explanation or reason for the jump in usage.
- A request for adjustment form is completed and turned into the water department.
- Adjustment will be calculated in the same manner as a leak adjustment. (see above).
- Only **one such adjustment** per calendar year will be given. (Note: If this occurs more than once a year, there is possibly a recurring leak, which can be addressed as stated above when it is fixed.)
- Request may be denied if prior year average for the same month/period are of the same pattern.

*For the purpose of the policy change, the leaks must be occurring **on or after** the effective date, based on most current meter reading date. Leaks evident prior to this date will be adjusted by previous policy. Any pending case before the hearing committee at the time of this policy change will be reviewed on a case by case basis.*

WATER LEAK ADJUSTMENT FORM

NUMBER OF PEOPLE IN HOME: _____

NAME: _____

ADDRESS: _____

ACCOUNT NUMBER: _____

TELEPHONE NUMBER: _____

DATE LEAK WAS REPAIRED: _____

YOU MUST CONTINUE TO PAY YOUR AVERAGE MONTHLY CHARGES TO AVOID BEING DISCONNECTED, FAILURE TO MAKE SUCH PAYMENT WHILE YOUR LEAK ADJUSTMENT IS PENDING WILL RESULT IN DISCONNECTION OF SERVICES

PLEASE ATTACH DOCUMENTS OF REPAIRS MADE OR WRITE A BRIEF DESCRIPTION OF REPAIRS MADE:

SOME ACCOUNTS MAY TAKE LONGER THAN OTHERS BEFORE REVIEWED. ONCE ADJUSTMENT IS COMPLETED OR DENIED, THE CITY CLERK WILL ATTEMPT TO CONTACT THE CUSTOMER. CUSTOMER WILL BE RESPONSIBLE FOR ALL PAST DUE BALANCES TO BE PAID WITHIN THREE BUSINESS DAYS OF ADJUSTMENT OR DENIAL.

SIGNATURE: _____ **DATE:** _____

*****FOR OFFICE USE ONLY*****

RECEIVED BY: _____

AVERAGE USAGE: _____

APPROVED BY: _____

DATE: _____