

## **ALPHA-TALBOTT UTILITY DISTRICT**

### ***ADJUSTMENTS TO BILLS/LEAK ADJUSTMENTS POLICY***

It is accepted District practice in the United States that the customer is responsible for utility service on the customer's side of the meter. This includes leakage. A customer seeking a leak adjustment should also realize that the water he or she does not pay for will be paid for by other customers. The District is subject to various State and Federal regulations and has no discretion to adjust bills in a manner which would violate these regulations.

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's side of the meter.
2. It is the customer's responsibility to keep his or her plumbing system in good working order.
3. All requests for billing adjustments must be made through our ServLine Program. Customers who qualify for leak adjustments through our ServLine Program will be responsible to pay their average monthly bill (calculated by the previous 12 months water bills). ServLine will pay up to \$2500 of an excess water bill resulting from a qualifying leak. Amounts in excess of \$2500 will continue to be the responsibility of the Customer.
4. The Bill must be \$100.00 more than the average.
5. No customer shall receive more than one leak adjustment during any twelve (12) month period. Adjustment will only be made over two consecutive billing periods.
6. 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, a new bill amount will be issued calculated on the correct reading. If there was failure of utility equipment, a bill will be calculated on the average usage for three (3) months and the customer notified of the new bill amount. If an investigation of the meter and meter record establishes that the meter was properly read and there was no failure of utility equipment, the bill will remain valid and payable.

7. If the customer questions the accuracy of the meter, they may pay a \$25.00 testing fee to have the meter checked for accuracy. The Utility will remove the meter and have a recognized meter testing company test the meter. The Utility will pay all cost associated with testing of the meter. If the meter proves to be accurate within the 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 fee. If the meter does not meet AWWA accuracy standards, the Utility will refund the meter testing fee and adjust the customer's bill accordingly.
8. To be adjusted the leak must not be readily evident to a reasonable person, such as leaks underground, within walls, or under floors, or the leak must occur while occupants are away from the premises.
9. The Utility shall not be obligated to make adjustments of any bills not contested within (60) sixty days from the billing date.
10. Customer must present proof that a leak has been repaired before an adjustment will be made (i.e., copy of invoice for materials or bill from plumber)
11. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average use.
12. Adjustments on water bills will NOT be made on the following:
  - a. Commercial or Industrial Customers.
  - b. Premises left or abandoned without reasonable care for the plumbing system as defined by the Insurer.
  - c. Leaks on irrigation systems or irrigation lines or garden hoses, leaks on any water lines coming off the primary water service line, or plumbing leaks in any structure except as covered by the Insurer.
  - d. Excess water charges not directly resulting from a qualifying plumbing leak.
  - e. Filling of swimming pools or leaks in swimming pools; and
  - f. Watering of lawns or gardens.
  - g. Routine dripping faucets, water left running or leaking commodes.

ADOPTION DATE: 4/7/03

Amended Date: 3/6/19

PRESIDENT: Keith D. Turner

SECRETARY: Donald R. McQuinn

COMMISSIONER: E. Roberts