
Sec. 14-15. - ~~Calculation of bill where equipment fails and leak~~ miscellaneous. Billing adjustments.

Wasted clean water results in high utility bills for individual customers and higher rates for all customers. The town strives to promptly notify customers when usage is higher than normal as flagged in its meter reading and billing system. Customers shall promptly address any visible or suspected leakage, including high usage notices from the town. Leakage may include visible standing water in a crawl space ~~or or~~ some time yard, a dripping faucet, or a running toilet due to a failed flapper or valve. When a customer receives a higher-than-normal bill, it is recommended that detailed notes with dates of corrective investigation, repair activity and communication regarding the high usage be preserved by customers in anticipation of supporting an adjustment request. This would include tenant-landlord communications ~~wherein which~~ a ~~tenants~~ may not have control over ~~when a leak is repaired~~ the promptness ~~timing of leak repairs~~ yet is responsible for paying the utility bill.

- (a) Meter Failure: ~~In the event that~~ if the meter fails to register the use of water by the customer, the ~~customer~~ shall be charged the amount computed using the appropriate following formula for a period in which the meter failed to register:

~~(1) The customer's bill will be recalculated based on the average of the previous six months of usage, or on the available usage data, if less than six months.-~~

- (b) Water Leak: If the customer demonstrates to the reasonable satisfaction of the town that a break in the water line on the customer's side of the meter or other plumbing failure has resulted in extraordinary charges ~~for a billing period~~, the town may recalculate the customer's bill upon request using the procedures set forth in ~~subsection (a) of~~ this section. Stipulations Qualifications for an adjustment include:

- (1) The customer will be allowed ~~a one~~ leak adjustment ~~to one bill per~~ per rolling -12-month period calendar year when sufficient documentation has been provided ~~from a plumber or maintenance person~~ to support the claim for an adjustment. Documentation includes a plumber, customer, or facility maintenance person's invoice and paid receipt along with an explanation of the situation on form(s) prescribed by the town.
- (2) If the timing of a leak happens to split billing periods and the leak was repaired promptly as supported through narrative and documentation, an adjustment ~~If the customer personally repaired the leak, the customer must provide a receipt for item(s) purchased. could be made for up to two consecutive adjacent bills~~ billing cycles.
- (3) The customer ~~A~~ must request for a leak adjustment must be made no later than ~~three months~~ 60 days after ~~the billing date on the bill to which the leak adjustment is to be made~~ receipt of the first bill in which high usage was noted.

- (c) Special Irrigation Needs: Irrigation for newly laid sod or landscaping shall only be considered once every five years per residential address and only for a non-commercial entity. The customer shall adhere to all conditions of Section 14-19. Credit shall only be provided to the sewer portion of a bill for the amount used over the past six months average use or available usage data, if less than six months, and only if the customer is billed for sewer service.

- (d) Situations that generally do not qualify and will be at the Financial Services Department Director's discretion for billing adjustments include:

- (1) Vandalism or theft, unless documented through a police report.

(2) Avoidable circumstances such as leaving a faucet running or failure to repair a known leak in a timely manner.

(e) The following will not be considered for billing adjustments:

(1) Pool filling.

(2) Pressure washing.

(3) Vehicle washing.

(3) Meter tampering.

(4) Situations that are reimbursable by others such as insurance or through restitution.

(f) Customers requesting an adjustment shall complete the form prescribed by the town in detail and provide all requested documentation in support of their request. The town retains the right to reject all adjustment requests for incomplete or missing information, and for unallowable or careless situations. The Financial Services Department Director can use discretion in evaluating any unique circumstances presented.

(1) Customers requesting an adjustment shall have accounts in good standing and no instances of meter tampering by that customer.

(2) Appeals to denied adjustment requests may be presented by the customer to the Water and Sewer Advisory Committee, a citizen volunteer group making recommendations regarding the town's Water and Sewer (Enterprise) Fund, at a regularly scheduled meeting with advance request. The Committee shall review the adjustment request, hear any additional information from the customer, and make a recommendation back to the Financial Services Department Director to stay or reconsider the adjustment. The Water and Sewer Advisory Committee does not have authority to make the determination. The Financial Services Department Director has the final decision-making authority.

(g) Customers shall continue paying all monthly bills in full while the adjustment is being reviewed. Standard billing practices will continue to apply regarding penalties, fees, and disconnections.

(h) The Financial Services Department will only discuss billing accounts with the ~~account holder customer~~ unless the ~~account holder customer~~ provides ~~xpress~~written permission for others with which to discuss their account details.

(i) All adjustment-~~credits~~ will be applied to the active water and sewer account and will ~~not~~only be refunded by check ~~unless~~if the account is closed.

(j) No adjustment shall result in the bill being lower than the minimum base charges for that account.

Sec. 14-19. - Irrigation system requirements.

- (a) Spray irrigation, including temporary systems installed for the establishment of sod and landscaping, shall not occur more than three days per week. Even-numbered properties may be irrigated with spray systems only on Sundays, Wednesdays, and/or Fridays. Odd-numbered properties may be irrigated with spray systems only on Tuesdays, Thursdays, and/or Saturdays. All spray irrigation shall occur only between the hours of 8:00 p.m. and 9:00 a.m. These restrictions shall not apply to properties using underground, drip irrigation, micro spray, low precipitation bubblers, hand watering, or where watering of containerized plants and commercial plant stock in trade is maintained for resale.
- (b) Regardless of irrigation methods used, no more than one inch of water may be applied to plant material in any given week.
- (c) All irrigation systems shall be equipped with automatic controllers that activate the system according to a desired frequency and duration, and shall also be equipped with rain or soil moisture sensors that will prevent irrigation during periods of rainfall or when there is sufficient moisture in the ground for plant health and survival.
- (d) Miscellaneous.
- (1) All hoses used for hand watering, car washing, or other allowable outdoor uses shall be equipped with shutoff nozzles.
- (2) Supplemental irrigation permits may be purchased ~~from the utility~~ by customers who need to be released from the above regulations ~~in order to~~ protect new plantings. The permit prices ~~is are~~ in the town's annual adopted fee schedule. The duration of the permit is 90 days from the purchase-issue date. To be eligible to ~~purchase~~ receive ~~at the~~ permit, a property must have an active building permit, or have received a certificate of completeness (occupancy) ~~and a~~ permit issued within the previous 90 days, or once every five years per address. Permits shall not be ~~unavailable~~ issued during water restrictions of Stage 2 or higher as defined in Section 14-40.3. Adjustments to the sewer portion of a bill may be available to non-commercial entities pursuant to Section 14-15(c) during the period of the permit.
- (e) Penalties.

- (1) The following penalties shall be incurred for violations of this section:

<u>Violation</u>				
<u>1st</u>	<u>2nd</u>	<u>3rd</u>	<u>4th</u>	<u>5th</u>
<u>Warning</u>	<u>Warning</u>	<u>\$250</u>	<u>\$500</u>	<u>\$1000</u>

- (2) Should the violations reach beyond the 5th, the town may shut off the irrigation meter until compliance is demonstrated. Continued noncompliance may result in a civil suit.