1. **Consideration of Credits and Refunds**

   1. **Refunds.**
      No refunds less than $5.00 may be made on a customer's account.

   2. **Credits.**

      Filling Swimming Pools

      The City does not allow adjustments for filling pools or spas.

   3. **Leak Adjustments**

      Customers are responsible for the service lines on the customer side of the meter. This is defined as that point at which the customer's plumbing connects to the meter box. This includes a customer's shut off valve connected directly to the meter box. The City does not maintain or repair leaks on the customer's side of the water meter. The customer is responsible for all metered usage, including usage caused by leaks. The City of Hendersonville may allow an adjustment for utility charges resulting from leaks on the customer's side of the meter. All of the following apply:

      1. An adjustment may be extended to the customer's account/property only once every 36 calendar months upon approval.
      2. Residential and Commercial customers billed under a master meter or one meter feeding multiple structures are not eligible for leak adjustments. Customers with meters larger than 1" are not eligible for a leak adjustment.
      3. City policy is to consider leak adjustments for water and wastewater or water only usage caused by a leak that occurred on the customer's side of the meter.
      4. Leak adjustments will be calculated up to a maximum of 2 highest usage billing cycles per account. The two highest billing cycles will be determined by City staff after staff determines the end of the abnormal usage caused by the leak through review of meter data. The customer is responsible for all charges related to abnormal usage that occurs for greater than the two highest billing cycles.
      5. Leak adjustments will not exceed $1,000 for any customers. Customer is responsible for all charges exceeding that amount.
      6. The customer must submit a Leak Adjustment Request Form for approval to receive an adjustment. The Leak Adjustment Request Form must be submitted within 45 days after the leak is corrected as determined by City staff. Staff will review meter usage data to determine the correction of the leak.
      7. Customers are responsible for paying the entire amount due within the normal payment period or enter into payment arrangements for the billed amount to remain in good standing on all current billings. If payment is not received on time, the customer is subject to all current and applicable collection processes and procedures, including but not limited to disconnection of service.

8. If all other requirements have been met and the Customer is approved for a leak adjustment, they will receive an adjustment for the total consumption amount billed above the usage flat rate outlined in the table below. The amount adjusted cannot exceed $1,000. This usage charge is in addition to the Base Charge for the billing cycles. The adjustment will be applied as a credit on the Customer account unless that Customer account is no longer active.

   Water:
   > Residential Inside 3/4"-$ 20.00
   > Residential Outside- 3/4"-$ 25.00
   >
   > Residential Inside 1"- $ 30.00
   > Residential Outside 1"- $ 35.00

   Sewer:
   > Residential Inside 3/4"-$ 30.00
   > Residential Outside- 3/4"-$ 37.50
   >
   > Residential Inside 1"- $45.00
   > Residential Outside 1"- $ 52.50

9. Leak adjustments for commercial customers are calculated based on one and one half (1 ½) times the commercial customer's average consumption. Average consumption is based on the previous twelve (12) month usage. If previous consumption is less than 12 months, the City may require up to an additional 3 months of billed usage before an adjustment will be processed.

10. Leak adjustment will apply to the customer account as a credit. Payments made prior to adjustment that do not exceed more than 3 months normal billed activity will remain as a credit on the account unless the account is no longer active. Amounts paid greater than 3 months normal billed activity may be requested to be refunded by the Customer. Any credits or payments received may be applied to outstanding Customer balances