

## ADJUSTMENTS TO BILLS/LEAK ADJUSTMENTS

### Policy # 2

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 side of the meter.
2. It is the customer's responsibility to keep his plumbing system in good working order.
3. No customer shall receive more than one leak adjustment during any twelve (12) month period.
4. 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 corrected 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.
5. If an investigation of the meter and meter record establishes that the meter was properly read and that there was no failure of utility equipment, the bill will remain valid and payable.
6. If the customer questions the accuracy of the meter, he may pay the utility bill in question plus a meter testing fee of \$25.00. The UTILITY will remove the meter and have a recognized meter testing company test the meter. The UTILITY will pay all costs associated with the testing of the meter.

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 fee. If the meter does not meet AWWA accuracy standards, the UTILITY will refund the meter testing fee to the customer and replace the meter (9/9/91).

7. The following formula will be used for calculating leak adjustments:  
The amount of the customer's three(3) prior months average usage x 2 will be billed at the regular rate. All over that amount will be billed at 110% of costs. If there is no prior usage or less than three (3) months, all prior usage and subsequent usage sufficient to obtain three (3) months history will be used for obtaining an average on which to use the formula (11/3/86). ( Effective for in house adjustments not eligible for ServLine Program 1/1/16)
8. To be adjusted, the leak must not be readily evident to a reasonable person (such as leaks that are underground, within walls, or under floors) or the leak must occur while occupants are away from the premises.

9. Adjustments on water bills will NOT be made on the following:

- (1) Routine dripping faucets, leaking commodes, or any type of faulty customer plumbing.
- (2) Premises left or abandoned without reasonable care for the plumbing system.
- (3) More than one occurrence per twelve (12) months
- (4) Filling of swimming pools; and
- (5) Watering of lawns or gardens.

10. The UTILITY shall not be obligated to make adjustments of any bills not contested within Sixty (60) days from the billing date.

11. 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.

12. All requests for billing adjustments must be received by phone, in writing or in person at the business office of the UTILITY during regular business hours or official meetings of the UTILITY.

13. Customers must present to the UTILITY proof that a leak has been repaired before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)

14. In any case where a customer might incur a leak before there is three months of average usage, an adjustment through ServLine will not be made until they have established three months of average usage. The customer will be required to pay 20% of that leak bill. The customer will continue to pay 20% of the leak bill along with their current utility bill until the leak can be adjusted.

15. The manager or his designee shall keep a written report of the customer billing adjustments and the action of the staff regarding the adjustments. This adjustments journal will be presented the Board of Commissioners monthly for their approval.

16. As of January 1, 2016, this policy will not apply to **residential water customers** due to the implementation of the ServLine leak adjustment program. SGUD residential customers must make requests for billing adjustments thru the ServLine Program. Customers who decline to participate in ServLine will not be eligible for a leak adjustment. Customers who qualify for leak adjustments through our ServLine Program will be responsible for paying their 12-month average bill. ServLine will pay up to \$2500.00 of an excess water bill resulting from a qualifying leak. Adjustments of water bills will not be made on the following:

- (1) Routine dripping faucets, leaking commodes, or any type of faulty customer plumbing.
- (2) Premises left or abandoned without reasonable care for the plumbing system.

- (3) More than one occurrence per twelve (12) months
- (4) Filling of swimming pools; and
- (5) Watering of lawns or gardens.
- (6) If a leak occurs on more than one utility billing, the highest bill will be the one that the utility district will adjust leaving the other bills to be paid in full.

Amounts in excess of \$2500.00 will be the responsibility of the customer. Adjustments are limited to one leak adjustment per twelve (12) months. If a customer has opted out of the SGUD ServLine Program, there will be a 30-day waiting period, and the customer is responsible for any leak that may occur during that 30 days .

17. Residential customers who are not enrolled in the ServLine Program and have a leak on their utility bill will be granted a payment plan as follows:

- Up to \$500.00 – To be paid in 3 equal payments along with their regular monthly bill in order to avoid any disruption in service.
- \$500.00 - \$1000.00 – To be paid in 6 equal payments along with their regular monthly bill in order to avoid any disruption in service.
- Over \$1000.00 – To be brought to the board of commissioners to provide the Customer with a payment plan.

18. SGUD also provides a ServLine Line Protection Program for single-family residential customers. This service will be at a cost of \$4.95 and will be billed monthly to the customer on their utility bill. Customers are not automatically enrolled for this service and must contact ServLine Customer service to enroll. Eligible repairs are covered up to \$10,000.00 with no deductible. Existing customers who sign up for the line or loss repair after January 1, 2016 will have a 30 day waiting period for all claims.

Shady Grove Utility District  
12/08/97  
Amended 01/01/2016



AT Alpha Talbott

### Leak Adjustment Policy

1. The need to adjust a utility bill may be evident by a customer complaint or excessive billing or evidence of leakage on the customer's side of the meter.
2. It is the customer's responsibility to keep his/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 up to \$2,500.00 of an excess water bill resulting from a qualifying leak. Amounts in excess of \$2,500.00 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. Adjustments will only be made over two (2) consecutive billing periods.
6. The utility will first determine that the meter was properly read. If any 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 costs 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, 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 with sixty (60) 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 usage.
12. Adjustments on water bills will NOT be made on the following:
  - Routine dripping faucets, water left running, or leaking toilets
  - Watering of lawns or gardens
  - Filling of swimming pools or leaks in swimming pools
  - Irrigation systems, irrigation lines, garden hoses, leaks on any water line coming off primary water service line
  - Commercial or Industrial customers