



## **POLICY CONCERNING RESIDENTIAL WATER AND SEWER BILLING ADJUSTMENTS**

This policy shall exist to establish a procedure whereby in certain situations, a residential customer might obtain an adjustment to their water and sewer charges due to an uncontrollable water loss.

In the event that a residential customer experiences a water loss due to a burst pipe under the house, a burst water hose in the yard, a leak under the cabinet or other similar situation in which case the overflow of water does not gain entry into the town's waste water system, that customer may obtain an adjustment on their utility bill by following the procedure as laid out herein:

Customer must notify town that such a situation has occurred. If a plumber made repairs and rendered a bill for payment, the invoice marked paid must be shown, providing that the leak has been repaired and that the leak was of such a nature as to not affect the town's wastewater system. Otherwise, the public works superintendent should be notified so that he can verify the nature of the leak. If the leak is verified to be of a nature that would not affect the town's waste water system, the customer's bill will be adjusted to reflect sewer charges for an average amount of usage by that customer. Water charges will be based upon average usage for a 12-months period plus one-half of whatever usage there was over average.

The town will absorb the remaining half of the water loss that was over average. This adjustment will only be available to those customers who experience a water loss that does not affect the town's wastewater system.

In the event that a residential customer experiences a water loss due to the faulty operation of a commode, a leak in a faucet over a tub or sink, or other similar situation in which case the overflow of water runs directly into the town's wastewater system, the town will not be able to make an adjustment for that water loss. Any water discharged into the wastewater system is metered by the county for treatment and the town is billed for wastewater treatment upon the metered amount. Since the town is billed upon the metered flow, it must charge for whatever measurable flow enters the wastewater system.

This policy shall be in effect as of the 2nd day of October 1990, and shall supersede any such policy that might have existed prior to the effective date.

Adopted, this the 2nd of October 1990.

Phil Pittman  
Mayor

Attest:  
Sharon Thompson  
Town Clerk