

CHUCKEY UTILITY DISTRICT

ADJUSTMENTS TO BILLS / LEAK ADJUSTMENTS

POLICY STATEMENT:

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 their plumbing system in good working order.
3. No customer shall receive more than one adjustment during a 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 or that there was a failure of utility equipment, a new bill will be issued using an estimated reading based on an average of the past 12 months billings for this period. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.
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 or she may pay the utility bill in question plus a meter testing deposit of \$50.00 (residential meters) or \$200.00 (commercial meters). The Utility will remove the meter and ship it to the manufacture. 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 deposit. If the meter does not meet AWWA accuracy standards, the Utility shall refund the meter testing deposit to the customer and repair or replace the meter.

7. If an adjustment of the customer's bill is warranted, the customer will pay an average bill plus 50% of the bill. The customer can receive an adjustment for 1 leak (no more than 2 consecutive months) in a 12 month period.
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: (a) Routine dripping faucets, leaking commodes, or any type of faulty customer plumbing; (b) Premises left abandoned without reasonable care for the plumbing system; (c) More than one occurrence in a 12 month period; (d) Filling of swimming pools; (e) Watering of lawns or gardens.
10. The utility shall not be obligated to make any adjustments of any bills not contested within thirty (30) 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 in person at the business office of the utility regarding the adjustment during regular business hours or official meetings of the utility.

13. The manager or his or her designee shall file a written report of the customer billing adjustment and the action of the staff regarding the adjustment.

RECORD KEEPING DURATION:

All records of billing adjustments shall be kept for a minimum of ten years.

OMISSION:

In special circumstances not covered by this policy, the disposition of billing adjustments shall be made by the Governing Board. When the utility suspects leakage on the customer's side of the meter, the utility shall attempt to notify the customer by leaving a "door hanger" on the premises or by telephone. The utility's attempt to notify the customer of a suspected leak is an accommodation to the customer, not a duty to the customer, and is not included in the policy.

Date Approved: 4-9-14

President: John D. Carter