



## ADJUSTMENT POLICY

The following is First Utility District's policy for making adjustments to water and sewer billings as a result of water lost due to hidden leaks in the customer's system.

**WATER BILL ADJUSTMENTS** - The District may, at its discretion, make adjustments to water bills where excessive billing is directly traceable to hidden leaks, such as an underground/under house supply line or buried irrigation line. The adjustment may be made on the basis of the District absorbing, or writing off (in dollars and cents, not gallons) no more than one-half (1/2) of the overage directly traceable to such hidden leaks with the customer paying an average monthly bill plus at least one-half (1/2) of the overage traceable to such hidden leaks. When leakage occurs over multiple months the adjustment will be limited to the two (2) highest bills. An average bill shall be based on the six monthly bills just previous to the abnormal bill or the total number of bills available just previous to the abnormal bill. An adjustment cannot be made until there is a (1) month billing period in which there was no leak. There can be only one adjustment made in any one 12 month period.

### INELIGIBLE ACCOUNTS – Adjustments are not eligible for the following accounts;

- 1) Requests within 12 months of installation of a supply line from meter to home/business
- 2) Requests within 12 months of an irrigation system installation

No residential customer with a hidden leak shall pay more than the average bill plus \$50.00 for each month being adjusted. This maximum payment for hidden leaks shall not apply to commercial customers.

**SEWER BILL ADJUSTMENTS** - For leaks not entering the sanitary sewer, whether residential or commercial, the District may adjust sewer charges to an average monthly bill, however, it must be clearly established that said leaks did not enter the sewer.

**NOTE:** AN ADJUSTMENT WILL NOT BE CONSIDERED UNTIL A REPAIR DOCUMENT HAS BEEN SUBMITTED TO FIRST UTILITY'S OFFICE.