

WATER & SEWER POLICY:

BILL ADJUSTMENTS FOR EXCESSIVELY HIGH BILLS

Approved at Water & Sewer meeting

June 16, 2004

For purposes of this policy, “**excessively high bill**” is defined as a quarterly water & sewer bill that shows an increased utility usage that is at minimum 20% higher than the last previous corresponding quarterly bill usage (i.e. 3rd qtr. bill 2004 compared to 3rd qtr. bill 2003). Usage concerns not meeting this requirement will not be considered under this policy for any type of billing adjustments.

Investigation: Upon customer notification to the Utility or upon Utility Staff detection that a usage concern exists, an investigation by the Utility Superintendent or his designee will be done to determine the likely cause of the excessive usage.

If upon completion of the investigation, it is determined that the water went through the sewer (i.e. toilet, water softener, leaky faucet, etc.), absolutely no billing adjustment will be made.

If upon completion of the investigation, the Utility Superintendent or designee determines the excess water *did not* go through the sewer, but was due to events such as outside spigot or hose being left on, the Utility Superintendent *may* authorize a discretionary adjustment on the sewer portion of the bill, but not on the water portion.

Appeal Process: A customer can appeal the decision of the Utility Superintendent through submission of a written request for appeal to the Commission at least two weeks prior to the next regularly scheduled Sewer & Water Commission meeting. The written appeal must contain adequate background information including proof of and reason for excessive usage as well as reason for the appeal. Incomplete or inadequate appeals will not be submitted to the Commission. The Commission will make a ruling on the bill at the time. Upon the Commission’s ruling, if the customer does not consider the situation satisfactorily resolved, a further appeal may be made to the Public Service Commission (PSC).

Seasonal and/or Leisure Water Usage: No adjustments will be made for watering of gardens or lawns or for filling of hot tubs or swimming pools. For those types of issues, the customer has the option of installing a separate sprinkling meter, which is required to remain installed on a year-round basis.