

TOWN OF ELM CITY, NC

WATER AND SEWER ACCOUNT LEAK ADJUSTMENT POLICY

This policy allows water and sewer customers to request an adjustment to their bill.

REQUEST FOR ADJUSTMENT

All requests for adjustments to monthly water or sewer bills must be submitted in writing to the town of Elm City Billing Department using the application provided in this package. Requests for adjustments must be submitted within 30 days of receipt of the bill in question.

ADJUSTMENT JUSTIFICATION

All applications for adjustments to monthly water or sewer bills must be accompanied by a written justification submitted by the person requesting the adjustment, and shall include copies of any documentation supporting the request. For example, adjustment requests which are made because of a leak in the customer's water lines must be accompanied by proof that the leak has been repaired i.e. copies of repair bills or materials bill for leak repairs. Each request for adjustment will be considered on a case-by-case basis, depending upon the justification documentation submitted by the customer.

APPROVAL OF ADJUSTMENTS

All adjustments that would result in a reduction of a monthly water or sewer bill may be approved or denied by the Town of Elm City Billing Department. If an adjustment request is denied, the customer may appeal the decision to the Town of Elm City Board of Commissioners.

METHOD OF ADJUSTMENT

All adjustments will be based on an average of the preceding six (6) months consumption at the current billing rate. In the event that a customer who requests an adjustment has been a customer of Elm City for less than six (6) months, the average will be calculated using the number of months as a customer. In the event that the customer requesting the adjustment has been a customer for two (2) months or less and an accurate average cannot be calculated, then the system wide average usage per month will be used to calculate the adjustment.

ADJUSTMENT TIME PERIOD

Adjustments will be approved for not more than one (1) month of billing.

FREQUENCY OF ADJUSTMENTS

Adjustments will only be allowed once per rolling twelve (12) month period starting on the date of the first adjustment for each account.

POLICY EXCEPTIONS

Commercial, agricultural or industrial customers.

Premises that receive water service from the Town of Elm City, that have been left abandoned without reasonable care for the plumbing system.

Leaks in irrigation systems or irrigation lines, leaks in water features such as fountains etc. Leaks in any water lines stemming off the primary service line.

Negligent acts or acts of vandalism such as leaving water fixtures running.

Watering lawns or gardens, washing vehicles, power washing homes.

Any adjustment to an account that is made because of a billing error by the Town of Elm City or because of damage caused by the town of Elm City, or a subcontractor of the Town of Elm City will be exempt from this policy in order to expedite any corrections that need to be made.

Unexplained increases in consumption that are not attributable to a leak or other reasonable explanation may be adjusted by the Billing manager, with the concurrence of the Board of Commissioners, if the amount billed for such an increase does not exceed twice the monthly average.

Print and send the application along with the repair receipt and any documentation to:

Email: office@townofelmcity.com

Mail: P.O. Box 356, Elm City, NC 27822

In person: Elm City Municipal Building, Utilities Payments Counter, 117 S. Railroad Street, Elm City, NC 27822

REQUEST FOR ADJUSTMENT

Date of Request: _____ Date of Repair: _____

Please indicate the month in the billing cycle requested for an adjustment: _____

Account No.: _____ Name on Account: _____

Brief Description of Request: _____

Contact Information:

Daytime Phone Number: _____

If request is due to a leak, proof of repair must be provided in order to receive a leak adjustment. If no proof is provided, then an adjustment cannot be granted.

No adjustment will be given on any bill older than the past billing cycle.

No adjustments will be made on irrigation meters.

You must call our office to have a meter reading prior to and after filling a pool to receive an adjustment.

I understand that only one adjustment per twelve-month period will be granted.

Customer Signature _____

FOR OFFICE USE ONLY:

Name of Staff Making Adjustment: _____

Amount of Adjustment: _____ **Approved By:** _____

Reason Adjustment was Denied: _____
