

2.4.4 Adjustments

Certain staff have the authority to grant adjustments when it is demonstrated that the cost of continuing to deny the customer's request substantially exceeds the amount in dispute and results in reduced customer satisfaction. Customer Service Representatives are authorized to waive certain fees such as penalties, new account set up, tamper fees and reconnection fees as appropriate to resolve issues with customers; the AGM and GM will be notified when more than \$250 is forgiven. Authority limits are established as follows:

- Assistant General Manager/General Manager - Over \$3,000 each occurrence
- Finance and Customer Service Manager - Up to \$3,000 for each occurrence
- Customer Service Supervisor – Up to \$1,000 each occurrence
- Customer Service Representative – Up to \$100 each occurrence

(a) In the case of incorrect application of rates, meter malfunction, or clerical errors, retroactive billings will be made for up to the prior six (6) billings on monthly-billed accounts, or three billings on bimonthly-billed accounts. In the case of billing to the wrong customer due to meter misidentification, adjustments will be made three (3) years prior.

A final balance (debit or credit) of less than three dollars (\$3.00) may be routinely written off by the District.

When it has been determined that a customer has received unmetered service or when the customer has caused the service furnished to be improperly or inaccurately metered, the District may render bills for such service based upon its reasonable estimate of the service actually furnished for the full period during which the service was unmetered or improperly metered, or as provided in Section 2.3.9.

However, in those cases where the premises have been remodeled resulting in a situation whereby more than one customer is served by one meter, no adjustments will be made and the account customer of the premises shall be required to assume responsibility for the billing effective the last regular reading date unless another person agrees in writing to assume full responsibility for the billing.

(b) A customer may be eligible for an adjustment to their water bill in the event of a loss of water through abnormal conditions when the cause is deemed by the District to have been undetectable and not resulting from a lack of normal maintenance by the customer. No adjustments shall be made in water charges for losses resulting from customer negligence, improper operation of plumbing by the customer, and/or failure of the customer's plumbing system. The date that qualifies as "official notification" of a leak varies depending upon the circumstances.

(1) If a District employee identifies a potential leak, a phone call will be made to the customer or written notification will be mailed. A door hanger may also be left in a

prominent place at the residence. The date of the telephone call or letter will serve as the “official notification” date.

(2) If the customer contacts the District regarding the possibility of a leak, a visit to the site address will be initiated. Upon verification of a qualifying leak, the customer will be contacted. The date of the notification will serve as the “official notification” date.

Once a leak has been identified, the customer will be provided with a ten (10) day period to contact the District to advise that repairs have been scheduled during which the adjustment period will continue.

The time period during which a customer could expect to receive an adjustment is from the “official notification” date back to the previous billing period where the leak can be detected and forward to include the ten (10) day period allotted to contact the District to advise that repairs are scheduled.

Customers will be charged for the average cost of water produced on the water system, which has been determined at \$1.09 per ccf, when the customers meet the other criteria of the policy. The cost of water produced will be reviewed periodically and the amount of the adjustment may be administratively reduced since there is no loss to the District. Authority levels for adjustments is provided above in section 2.4.4.

The methodology for determining excess amount of water over normal consumption will be determined by the prior year’s history for an existing customer; an average use of 1,000 cubic feet per month will be used as the “normal use” base for new customers or customers without sufficient consumption history.

A customer is eligible for one leak adjustment per service address, per twelve (12) consecutive months, from the time of a previous leak adjustment, or more often if approved by the General Manager or Assistant General Manager. The Customer Service Representative Supervisor and Assistant General Manager, or General Manager his/her designee will be responsible and accountable for authorizing adjustments.

Review Section 2.4.4 for staff members responsible and accountable for authorizing adjustments.

No adjustment shall be made in the water billing by reason of freezing, unless approved by the General Manger or Assistant General Manager.