Eatonton-Putnam Water & Sewer Authority

ADJUSTMENTS TO BILLS/LEAK ADJUSTMENTS POLICY

An accepted water utility practice in the United States is that the customer is responsible for utility service on the customer's side of the meter. This includes water leakage which occurs on the customer's side of the meter. A customer seeking a leak adjustment should also realize that the water he or she does not pay for will ultimately be paid for by the remaining water customers served by Authority.

1. The possible need to adjust a utility bill may be evident by a customer complaint of excessive billing or evidence of water leakage on the customer's side of the meter.

2. It is the customer's responsibility to keep his or her plumbing system in good working order.

3. All requests for billing adjustments must be made through our office. Residential or commercial customers (1 inch meter or smaller) who qualify for leak adjustments through EPWSA will be responsible to pay their average monthly bill (calculated by the previous 12 months' water and sewer bills). EPWSA will adjust up to $1,000 of an excess water bill resulting from a qualifying leak. Amounts in excess of $1,000 will continue to be the responsibility of the Customer.

4. No customer shall receive more than one leak adjustment during any twelve (12) month period. Adjustment will only be made over two consecutive billing periods.

5. If the customer questions the accuracy of the meter, they may pay a $25.00 testing fee to have the meter checked for accuracy. The Authority will remove the meter and have a recognized meter testing company test the meter. The Authority will pay all cost associated with testing of the meter. If the meter proves to be accurate within the 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 fee. If the meter does not meet AWWA accuracy standards, the Authority will refund the meter testing fee and adjust the customer's bill accordingly.

6. To be adjusted the leak must not be readily evident to a reasonable person, such as leaks underground, within walls, or under floors, or the leak must occur while occupants are away from the premises.

7. The Authority shall not be obligated to make adjustments of any bills not contested within (60) sixty days from the billing date evidencing the leak complained of.

8. Customer must present proof if requested by EPWSA that a leak has been repaired before an adjustment will be made (i.e., copy of invoice for materials or bill from plumber).

9. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until the customer has established three (3) months of average use.

10. Adjustments on water bills will NOT be made on the following:
    a. Industrial/Manufacturing Customers.
    b. Commercial customers with meters larger than 1".
    c. Premises left or abandoned without reasonable care for the plumbing system.
    d. Leaks on irrigation systems or irrigation lines or garden hoses, leaks on any water lines coming off the primary water service line, or plumbing leaks in any structure except as covered by the Policy.
    e. Excess water charges not directly resulting from a qualifying plumbing leak.
    f. Filling of swimming pools or leaks in swimming pools
    g. Watering of lawns or gardens.
    h. Water left running.
    i. Routine dripping faucets or leaking commodes

11. Consideration from EPWSA may also be given to SEWER CUSTOMERS ONLY for filling pools on an annual basis. The credit will be applied to the sewer portion of the bill only. The customer is responsible for notifying the Authority before filling the customer's pool in order to get a beginning reading from the water meter. After the pool is filled, the customer is responsible for notifying the Authority to get an ending reading from the water meter. Adjustments will not be made if the Authority is not notified before and after the customer fills the pool.

Adopted this the 12th day of April, 2017.

Eatonton-Putnam Water & Sewer Authority

By: _____

Name: Steve Hersey

Title: Chairman, Eatonton-Putnam Water & Sewer Authority