



Policy 4.1.4 – Bill Adjustments

REASON FOR POLICY

To establish procedures for making adjustments to customer bills, including wastewater charges, water volumetric charges, excessive use water charges, and procedures determining at water and wastewater charges in the event of a defective or damaged meter.

DEFINITIONS

These definitions apply to the terms as they are used in this policy.

Term	Definition
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N/A

POLICY

It is the customer’s responsibility to properly maintain their water and wastewater lines* and any irrigation sprinkler system connected to the Mount Pleasant Waterworks (MPW) system. The customer is responsible for the water and wastewater lines that run from the MPW meter/connection to the home. It is the customer’s responsibility to investigate higher than expected usage to determine the cause. All water which passes through the water meter shall be considered purchased by the customer per Town of Mount Pleasant Ordinance. Customers are responsible for keeping their water and wastewater lines in good working condition to protect and conserve water. A leak in the customer’s water lines or irrigation system is the sole responsibility of the customer. To conserve our resources, repairing a leak in a timely manner is imperative.

A customer is eligible for one leak adjustment per calendar year. A leak adjustment will not be considered beyond the three highest billing periods during the documented leak.

To apply for a leak adjustment a completed and signed Leak Adjustment Request Form must be submitted by the account holder within 60 days of the date of the repair and written verification of the repair must be provided in the form of a paid invoice for material and labor from a plumber, and/or contractor or landscaper, a paid receipt for parts used to make the repair or a letter from the customer including; name, address and phone # of the person who made the repair, the date the leak was discovered, the nature and location of the leak, and the date the leak was repaired. In certain circumstances, the meter data can be used to determine some or all details of the leak and may be used in lieu of or to amend the information submitted on the Leak Adjustment Request Form.

Completion of a Leak Adjustment Request Form does not guarantee an adjustment will be made to the account. The customer is responsible for the payment due by the due date on the most recent bill or the customer may request a payment arrangement on the account prior to the due date of the bill. If payment or arrangement is not made prior to the due date of the bill further collection activities to include penalties and disconnection of service may occur.

A leak adjustment for excessive water and wastewater charges is permitted for repaired leaks and breaks. Examples include water lines, irrigation lines, faucets, toilets, and valves.

A leak adjustment for wastewater charges is permitted for leaks that occur where the water did not enter MPW’s wastewater system.

The adjustments will be calculated using the water meter data for the dates of the leak or if this information is unavailable an average monthly water usage. This average will be determined by reviewing the account history for the past twelve months and either using three consecutive billing periods representing normal usage prior to the leak or if water usage varies according to season average water usage from “same time last year” may be used.

Pools installed or being drained and refilled from a residential meter where the water is not being discharged back into the wastewater system will be allowed an adjustment for the number of gallons used to fill the pool once per calendar year. A customer must complete and sign the Pool Fill Adjustment request form which includes the dates the pool was filled, and the gallons used to fill the pool. Usage data from the meter reading system will be used to verify the gallons used to fill the pool.

The following are ineligible for a Leak adjustment:

- Unexplained usage
- Filling of wading pools, temporary/inflatable pools, spas/hot tubs, water beds, fountains, decorative ponds and fishponds
- Routine maintenance to a pool or routine pool autofill valve usage
- Lawn irrigation
- Irrigation system maintenance to include adjustments to system run times, the addition and removal of sprinkler heads and/or zones
- Replacement of clocks or timers without written proof of how and why the clock or timer being replaced was damaged
- A leak at the meter that has been tampered with or damaged by anyone other than an MPW employee.

Water Loss due to theft, vandalism or construction damage by contractors or companies other than those working directly for Mount Pleasant Waterworks will be reviewed by the Customer Services Manager and/or the General Manager based on special circumstances for each incident specifically.

Adjustment of water and wastewater charges in the event of a damaged or defective meter will be calculated based on the meter data from the meter data system or an average will be determined by reviewing the account history for the past twelve months and either using three consecutive billing periods representing normal usage or if water usage varies according to season water usage from “same time last year” may be used. When there is no meter data from the system an average may be calculated based on standards set by the American Water Works Association for average daily usage per person.

The General Manager may approve other adjustments based on extenuating circumstances.

The General Manager/Customer Services Manager may approve adjustments in late and nonpayment charges based upon extenuating circumstances. Customer Services staff may remove one late or nonpayment fee based on extenuating circumstances per account.

**For the purpose of this policy, customers that are part of Mount Pleasant Waterworks Service Line Care Program are covered by all Terms and Conditions of the program. It remains the customer's responsibility to enroll in the Service Line Care Program and to be current in program payments.*

REFERENCES

DOCUMENT CONTROL

Managed by: <i>Customer Services Department</i>	Responsible Position: <i>Customer Services Manager</i>	Contact Position: <i>Account Management Supervisor</i>
Date Approved: December 13, 1999	Last Update: June 29, 2020	Version: 6 . 0