

Hallsdale-Powell Utility District

Adjustments to Bills/Leak

Adjustments/Meter Testing

Policy

1. The need to adjust a Hallsdale-Powell Utility District (HPUD) utility bill may be evident by a customer inquiring about an excessive billing or evidence of leakage on the customer side of the meter. To qualify for an adjustment, the bill must be at least fifty percent (50%) of the customer's average bill added back to the average or at least one-hundred fifty percent (150%) of the customer's average bill. The Servline Program will be 1.5 times the dollar amount of the customer's average dollar amount to qualify for a leak adjustment. This will be on the water only volume charge.
2. It is the customer's responsibility to keep their entire plumbing system in good working order. The customer's plumbing begins at the outlet of the meter yoke (on the customer's side).
3. No customer shall receive more than one (1) adjustment during a rolling twelve (12) month period. The one (1) adjustment would be considered an event which may effect 3 billing periods for the adjustment.
4. The Utility will first determine if the meter was properly read. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of utility equipment, a new bill will be issued using an estimated reading based on an average of the past twelve (12) months' billings for this period. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.
5. If an investigation of the meter and meter records establishes that the meter was properly read and that there was no failure of the utility equipment, the bill will remain valid and payable. An adjustment may still be warranted provided the HPUD manager concludes the leak was due to some catastrophic unforeseen circumstances and not the fault of the customer.
6. Any customer questioning the accuracy of their meter may pay the utility bill in question and a meter testing deposit of \$30.00 for standard meter and \$100.00 for 1-inch, 1-1/2-inch, and 2-inch meters. The utility will remove a standard 5/8"x3/4" meter and perform a flow test to see if it meets the American Water Works Association (AWWA) standards for meter testing accuracy. The utility may give the customer the opportunity to witness the test. The utility will

pay all costs associated with the testing of the meter. The larger meters may have to be tested by the manufacturer or a testing company.

If the meter proves to be accurate within guidelines established for used meters by the AWWA, it is deemed to be accurate. If the meter tests accurate, the customer forfeits the meter testing deposit. If the meter does not meet AWWA accuracy standards, the utility shall refund the meter testing deposit to the customer and repair or replace the meter.

7. If an adjustment of the customer's bill is warranted, the amount of the bill will be determined based on an average of the billing for the last twelve (12) months billing plus 50% of the overage. If the home or building is a seasonal location, then the district will use the same time frame in the same previous season. Adjustments for the Servline Program by HomeServe will be based on the customer's twelve (12) months of billings which will be averaged and multiple by 1.5 on the water volume charge. The adjustment by Servline will only apply to the water charge. Sewer adjustments will be conducted by HPUD using the fifty (50) percent over the customer's average volume for the same twelve (12) months.

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

9. Adjustments on water bills will **not** be made on the following:

- (a) Routine dripping faucets, any type of faulty customer plumbing, or continuous leaking commodes (toilets) that are not repaired;
- (b) Premises left or abandoned without reasonable care for the plumbing system;
- (c) More than one occurrence per rolling twelve (12) month period;
- (d) Filling of swimming pool except if a policy allows sewer only adjustments;
- (e) Watering of lawn or garden except if a policy allows for sewer only adjustments.

10. The utility shall not be obligated to make adjustments of any bills not contested within ninety (90) days from the billing date.

11. The utility shall be under no obligation to extend the discount or due date or the time for paying any bills because the customer disputes the amount of the bill.

12. All requests for billing adjustments not made through HPUD Servline by HomeServe Program must be received, by phone call to main office, in writing or in person at the main office during regular business hours.

13. The customer shall provide proof that the leak has been repaired. This proof can be receipts for the parts that were used to repair the leak along with a written statement or a completed affidavit form, or a plumber's receipt with plumber affidavit form completed, or a plumber affidavit, or a completed customer affidavit if no parts were required. Once the documentation has been received that the leak has been repaired, then the district can perform the leak adjustment.

14. If a leak is classified as extreme or catastrophic, it should be approximately ten (10) times the average customer usage. If the leak is catastrophic, the customer may be eligible for an adjustment using a calculated whole sell rate. This rate will be used to calculate the adjustment for the customer's leak. This rate will also be use only on the adjustment portion which will be the overage of a twelve (12) month average. Meaning only the portion over the twelve (12) month average will be eligible for a calculated rate. The extreme or catastrophic adjustment amount is at the discretion of the General Manager or a designee.

15. If it is determined that the leak did not enter the sewer system, then the customer may be eligible for a sewer bill adjustment down to the average usage. Sewer bill adjustments may be looked at for pool filling (this would be covered under the pool filling policy). If a customer uses greater than 1,500 gallons in filling their pool, then they would be eligible for a one (1) time sewer adjustment on the sewer bill for the water used to fill the pool and this would only be applied once in a rolling twelve (12) month period.

16. Customers that are enrolled in the HPUD leak program with Servline by HomeServe will receive the leak adjustment based under this policy and the HPUD Leak Protection Program Guidelines. It is the customer's responsibility to pay the leak protection charge each month to be eligible for the leak adjustment under this program. Customers that choose to decline to participate in the leak program will not be eligible for a leak adjustment under this policy unless the leak is classified as catastrophic or extreme. Under the catastrophic leak adjustment, the customer should be enrolled in the program so that the program can pay a portion of the adjustment and the District may adjust the remaining portion under this policy.

17. The Servline leak program will be billed on the customer's monthly HPUD bill. HPUD will transfer the charges from the program to Servline by HomeServe. Customer will have the option to decline participation in the leak program by contacting Servline by HomeServe. If a customer decline to participate, they will not be eligible for the leak adjustment. The customer will have the option to sign up for the Servline by HomeServe program if they previously declined the program but they will have a 30 day waiting period before the program will pay a qualifying leak adjustment.

18. The customer will receive up to a \$2,500.00 benefit toward one (1) occurrence leak event in a rolling twelve (12) month period. The benefit will pay for the overage above the customer's average consumption. The customer will be responsible for their average bill and any cost over the \$2,500.00 benefit amount. The Servline by HomeServe Program will only apply to water leak adjustments as outlined in the Leak Protection Program guidelines. Sewer adjustments will be handled by HPUD under the HPUD policy and not the Servline Program. If the customer is enrolled in the Servline Program, then affidavits and photo documents may not be required for sewer adjustment.

19. The Board assigns to the manager and the manager's designee the authority to make the daily and monthly adjustments to customer's bill for leaks, misreads, errors, and other miscellaneous issues that may come up from time to time. The adjustments that are performed will be presented to the Board for review and become part of the meeting minutes as the totals on the adjustments.

Record Keeping Duration

All records of the billing adjustments shall be kept for a minimum of ten (10) years.

Policy

ADOPTION DATE: February 8, 2021

EFFECTIVE DATE: March 31, 2021