

Please read the following policy concerning adjustments:

Policy: Water and Sewer Adjustments

Effective Date 7-15-98 Revised 9-6-01, 10-3-02

Subject: Customer Water Leaks

Objective: From time to time, a customer may experience an increase in the consumption of water being metered. This could be the result of various problems such as customer pipe and fitting failures, leaking faucets, malfunctioning commodes, and/ or other causes. The purpose of this policy is to establish the necessary payment required for these situations.

Policy: Water Adjustment

The water customer is held responsible for full payment, at the current rate, for all water that passes through the meter. However, in the event that metered water is lost through conditions beyond the customers control and for which the customer receives no benefit, the following adjustments will be made at the customer's request pending certification that the problem has been addressed appropriately. No water adjustment will be made unless the Water and Sewer Department Manager or his representative has deemed the cause of the water loss as fault of the City. According to Manchester City Ordinance 13-306 "The consumer shall pay the established meter rate for the amount of water registered whether used or wasted. The water department will assume no responsibility for use of water within metered premises." In the event that the City is at fault for the conditions that cause the water loss, then the customer shall receive an adjustment based on an average bill of six (6) months.

Policy: Sewer Adjustment

In the same manner, the sewer customer is responsible for the payment of a sewer use charge. This charge is based on the amount of water that passes through the water meter. If for any reason the sewer use charge is excessive due to some atypical circumstance, then that bill could be adjusted. This situation could be as follows: a water leak due to a broken pipe, fitting failures, or some other infrequent episode. No adjustment will be made for an excessive bill due to lawn watering, garden watering, filling a swimming pool, or other methods that use vast quantities of water. Adjustments will be made only at the customer's request, and only for the current billing period. In order for the adjustment to be feasible, it must be at least twice (2 times) the average bill, and there must be proper verification from a plumber that the water did not enter the sewer. The average bill is calculated from a six (6) months billing period. There will be no more than two (2) sewer adjustments in a twelve (12) month fiscal year.

The Manager of the Water and Sewer Department has the authority to approve or deny any and all adjustments. If the manager is in question of the adjustment, then he/she may request the Water and Sewer Commission either approve or deny the adjustment. Likewise, a citizen with a reasonable claim may ask that the adjustment be taken to the Water and Sewer Commission. This appeal process is to be used for special circumstances only. It is not intended for common instances where the customer is indeed responsible.

Amendment 10-3-02

Based on the above criteria, any customer is entitled to a one time per fiscal year adjustment on water for the current billing period only. The customer must request this adjustment in writing. Per the above policy, there are only two adjustments made per year. (Outside customers with water service only are entitled to one adjustment per fiscal year. Inside customers with both water and sewer are entitled to two adjustments per fiscal year. One adjustment for both water and sewer, and one adjustment for sewer only.)

- *Water should adjusted to average usage and all usage over average should be calculated at 1/2 the customer's rate.*
- Sewer should be adjusted back to average usage.

These adjustments apply to both inside and outside customers