

# **SEWER ADJUSTMENT POLICY**

---

## **GENERAL STATEMENT OF ADJUSTMENT POLICY**

Sewer rates are based upon the cost of installation and maintenance of the system's infrastructure and the cost of treatment of the wastewater. The most efficient method of measuring sewer usage is to base it on the metered use of water. It is recognized that not all water used at a home will enter the sewer system. Therefore, the City will only make adjustments to sewer bills based upon a few extraordinary events, including major leaks and the filling of large swimming pools. A request for an adjustment should be made as soon as the water usage occurs or is discovered. Requests for an adjustment must be made within six months of the event.

### **WATER LEAKS**

Up to two adjustments per calendar year will be given for major water leaks, provided that the leaking water does not flow into the sewer system. In general, a problem that does not result in the leaking water entering drains to the sewer system may qualify for an adjustment.

Proof of repair must be provided before a leak adjustment can be processed. Acceptable proof consists of receipt for work performed by a professional plumbing contractor, receipt(s) for plumbing parts when work is done by the owner/tenant, or a written statement attesting to the leak and subsequent repairs.

To qualify for a leak adjustment, the loss of water must be significant enough so as to result in a noticeable increase in expected water usage (i.e. well above the highest month's usage during a six-month period), followed by a return to normal when the leak is repaired. An approved leak adjustment covers up to two month's water usage. Under no circumstances will leak adjustments be approved for a yearly total of more than four months.

### **SWIMMING POOLS**

An adjustment may be given for water used in filling a swimming pool one time during a calendar year. A Pool Fill Request must be submitted for an adjustment. A second adjustment will be permitted only if the customer provides written proof/receipt that a pool was replaced or completely drained for repairs after having been previously filled. No adjustments are given for wading pools or other pools holding less than 2,000 gallons.

### **OTHER WATER USAGE NOT QUALIFYING FOR AN ADJUSTMENT**

No adjustments will be given for leaking faucets, running toilets, other leaks where the water is entering the drains, washing cars, pressure-washing, hot tubs, irrigation, or any other water usage not specifically mentioned as qualifying above.

### **CALCULATION OF ADJUSTMENTS**

Adjustments are calculated by determining the average water usage of the occupants over a six-month period. For occupants without a six-month history, any adjustment may be delayed until an average can be determined. The average usage calculation is then subtracted from the usage of the month(s) qualifying for an adjustment. The balance is multiplied by the current sewer rate and deducted from the bill or credited to the account. If late fees have been applied prior to the adjustment, they will also be adjusted.