

Policy and Procedure Manual

Henderson Water Utility

Subject <i>Adjustments to Bills for Water Leaks</i>	Number <i>E-200</i>
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Effective Date <i>16 December 2013</i>	Revision No. <i>2</i>	Revision Date <i>18 May 2015</i>
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1.0 POLICY STATEMENT:

Adjustment of monthly bills for leaks will be considered in accordance with the following policy, which applies to all residential and commercial customers. Leaks associated with irrigation meters will not be considered for adjustment.

2.0 PROCEDURES:

Users must submit a signed statement from the customer, or a bill from a plumber, noting that there was a leak and that it has been repaired. Adjustments are processed at the Customer Service office in the City Building.

2.1 Leak Adjustments for water that DOES NOT enter the sewer system: Leak adjustments on leaks that do not directly enter the sewer system will be made to residential consumers for one-half the water used in excess of the previous 12 month's monthly average, and sewer will be charged at the previous 12 month's average.

Commercial customers or multi unit rental property served by a single meter will only receive an adjustment for sewer, which will be charged at the previous 12 month's average. If there are significant variations in water use from month to month, the timeframe for adjustment may be modified at the discretion of the CFO or his designee (e.g., where there are high seasonal variations evidenced in the billing records).

Estimated readings: Where water did not enter the sewer system, a meter was not read (estimated reading) and a leak is discovered in a subsequent month, the adjustment will be made to the residential consumer for three-quarters (0.75) the water used in excess of the previous 12 month's monthly average. Sewer will be charged at the previous 12 month's average.

In instances of estimated readings, commercial customers or multi unit rental property served by a single meter will only be entitled to adjusting the sewer charge to the previous 12 month's average.

Policy Number	Revision No.	Page	of
E-200	2	2	3

2.2 Leak Adjustments for water that DOES enter the sewer system: Leak adjustments on leaks that enter the sewer system (toilets, leaking taps in sinks, etc.) will be made to residential consumers for one-half the water used in excess of the previous 12 month's monthly average, and for one-half of the sewer charges for water used in excess of the previous 12 month's monthly average.

Commercial customers or multi-unit rental property served by a single meter will only receive an adjustment for sewer, for one-half the sewer portion in excess of the previous 12 month's monthly average.

If there are significant variations in water use from month to month, the timeframe for adjustment may be modified at the discretion of the CFO or his designate (e.g., where there are high seasonal variations evidenced in the billing records).

Estimated readings: For leaks that enter the sewer system, where a meter was not read (estimated reading) and a leak is discovered in a subsequent month, the adjustment may be made to the residential consumer for three-quarters (0.75) the water used in excess of the previous 12 month's monthly average, and for three-quarters (0.75) the sewer charges for water used in excess of the previous 12 month's monthly average. In instances of estimated readings, commercial customers (including owners of rental property) will only be reimbursed for three-quarters (0.75) of the sewer portion as described above.

2.3 Leaks that extend over multiple billing cycles: A maximum of two adjustments will be made for the same leak, if it extends over multiple billing cycles. A maximum of four total adjustments shall be granted to any customer at one address during any consecutive twenty-four month period, regardless of the number of leaks.

2.4 Appeals of Leak Adjustments /Extenuating Circumstances: An Adjustment Review Committee shall determine a fair and equitable adjustment for any instance where the customer feels the adjustment policy is not fair due to extenuating circumstances. Inability to pay the bill is not a factor that the Committee will consider.


Customers will be asked to submit a form (sample attached), describing the location, identifying the responsible party, and detailing the circumstances of the leak. The committee will use this form to document and process any adjustment given.

The three member Adjustment Review Committee shall consist of one HWU Board Member (appointed by the Board Chairman), one City Finance Department employee (appointed by the City Finance Director), and one HWU employee (appointed by the General Manager). The Committee will meet as needed, and shall have full discretion to consider extenuating circumstances and make equitable adjustments. Decisions of the Committee shall be final.

Policy Number <i>E-200</i>	Revision No. 2	Page 3	of 3
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A maximum of two adjustments will be made for the same leak, if it extends over multiple billing cycles. A maximum of two such adjustments shall be granted to any customer at one address during any consecutive twenty-four month period, regardless of the number of leaks.

3.0 RESPONSIBILITY: The Chief Financial Officer shall be responsible for the overall coordination for this process. Other employees noted herein are responsible for following the procedures as outlined. Exceptions to this policy must be approved by the General Manager.

APPROVED:  Digitally signed by Tom Williams
DN: cn=Tom Williams,
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ou=HWU,
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c=US
Date: 2015.05.19 09:05:02 -0500

Tom Williams, P.E.
General Manager

City of Henderson
Application for Leak Adjustment
and/or Appeal



Note: Adjustments will only be made for two leaks within any rolling 24 month period.

Date:	Property Owner Name:	Address:

Leak Location (if different from above):	Contact Name:	Phone:

Description of Leak Circumstances:

Customer requests further adjustment due to the following extenuating circumstances:

Adjustment Review Committee Decision:

Committee Approval:

By: _____ Date: _____