

Water and Wastewater Bill Adjustment Policy

A residential or commercial customer who has experienced an unusually high utility bill may qualify for a credit if all of the following circumstances apply:

- (a) The customer can reasonably demonstrate that he or she had no knowledge of the problem(s) that gave rise to the high bill; and
- (b) Once the customer became aware of the problem(s), he or she can demonstrate that they acted promptly to correct the problem(s) and to properly notify the Town of the problem(s); and
- (c) The customer produced a signed, sworn statement, witnessed and notarized by a Notary Public, under penalties of perjury, that the information he or she provided is true and correct.

Directions for Completing Statement:

Customer may print the statement and submit it to the Town Manager's office in person or by mail. All statements must be completed in their entirety, properly executed, witnessed and notarized. Statements must also include the approximate date leak occurred; date repaired and copies of all receipts and/or repair bills. **Without supporting documentation of a repair, the leak adjustment will NOT be reviewed for credit.**

If customer has access to a Notary Public, request may be completed and mailed to the Town Manager's office. If a customer does not have access to a Notary Public, customer may complete form and bring it to the Manager's office to be witnessed and notarized. **If customer is bringing the statement to the Town Manager's office to be witnessed and notarized, it cannot be executed by the customer until they arrive at the office.**

Note: Statements that are not properly executed witnessed and notarized or do not have the appropriate supporting documentation will NOT be reviewed for credit.

Calculation of Credit

The credit amount due to the customer will be calculated using one of the following alternatives:

1. Staff concludes excess usage was most likely treated by the Town's wastewater treatment plants: If the customer satisfies the criteria above, the customer is eligible for a credit not to exceed 50% of the excess water and wastewater usage charges over the average water and wastewater usage charges for that customer for preceding twelve (12) months. The average usage for that customer for the same period of the prior year may be used if staff determines it is the most appropriate indicator of actual usage for the period of being adjusted. If twelve (12) months of history is not available, an average of the most current consumption history shall be used to compute the credit available to the customer.

2. Staff concludes there is compelling evidence to suggest the customer's excess usage was not treated by the Town's wastewater treatment plant: If the customer satisfies the criteria above, the customer is eligible for a credit not to exceed 50% of the excess water usage charge over the average water usage charge for that customer for the preceding twelve (12) months and 100% of the excess wastewater usage charge over the average wastewater usage charge for that same period. The average usage for that customer for the same period of the prior year may be used if staff determines it is the most appropriate indicator of actual usage for the period being adjusted. If twelve (12) months usage history is not available, an average of the most current consumption history shall be used to compute the credit available to the customer.

SWORN STATEMENT FOR LEAK/REPAIR CREDIT

Customer Name:

Customer Account Number:

Date:

Service Address:

Telephone Number:

I, _____, want to make the following statement under oath:

Initials of Person Making Statement:

SWORN STATEMENT FOR LEAK/REPAIR CREDIT

AFFIDAVIT

I, _____, have read or have had read to me and understand the water bill adjustment policy. The sworn statement that I have provided is true. I have made this statement freely without hope of benefit or reward, without threat of punishment, and without coercion, unlawful influence, or unlawful inducement.

(Signature of Person Making Statement)

Witnesses:

Subscribed and sworn to before me, a person authorized by law to administer oaths, this ____ day of _____, 20__, at _____.

Name: _____

(Signature of Notary)

Address _____

Printed Name: _____

City, State, ZIP _____

My term expires: _____

Name: _____

Address _____

(seal)

City, State, ZIP _____

Initials of Person Making Statement: _____