

## **PEARLINGTON WATER & SEWER DISTRICT ADJUSTMENT POLICY**

**PURPOSE: TO ESTABLISH EFFICIENT AND CONSISTENT METHOD FOR PROCESSING ONE-TIME ADJUSTMENT FOR BREAK OF WATER LINE ON CUSTOMER SIDE OF THE METER.**

### **CUSTOMER:**

- Presents proof of repair such as contractor's receipt for repair or invoice for parts purchased to repair water leak, OR
- Submit a letter/note from the property owner stating that they repaired the leak.

### **METHOD OF ADJUSTMENT**

- The customers' total water usage will be adjusted using the previous three months as shown in the example below.
- An adjusted amount greater than \$60.00 must be approved by the Board of Commissioners

#### **Example of Adjustment Calculations:**

- Use 3 previous months of water usage,  
Jan. 2,300 gals  
Feb. 1,450 gals  
Mar. 1,970 gals    Add 3 Months  
Total 5,720 gals    Divide Total by 3

Average Usage = 1,906 gals

### **SOURCE OF AUTHORITY**

**" Rules & Regulations" page 8**

**Adjustments** – When a previously hidden leak on a customer's water system is discovered, either by the customer or by the District, the District may consider a one (1) time "adjustment" of the loss over and above the customer's normal consumption. The "adjustment" policy may cover leakage created by line breaks or leaky toilets. Neighbors stealing water or leaving a sprinkler system or water hose running may not be considered for the "adjustment" policy. Adjustments for increased charges resulting from hidden leaks may be made only if necessary repairs are made promptly and certain information is furnished to the District by the customer. The District will not continue making adjustments to excessive bills if the problem is the same recurrent problem. "