

The information listed below defines the Wastewater Department's billing adjustment policy for sewer charges.

As a property owner you are responsible for maintaining the condition and integrity of your infrastructure. Visually checking for leaks, ensuring that your pipes are water tight, reviewing your bill monthly and knowing your average usage are some of the things you can do to help minimize the cost of your monthly bill and avoid expensive repairs.

Charges for utility bills (water, sewer, solid waste) are assessed using water meters. As these meters age, they tend to run slower, not faster, and usage may not be recorded accurately. In these instances, the consumer is undercharged, not overcharged.

Adjustments are processed by the Utility Accounting Division (UAD), Wastewater, and Water customer service staff per the criterion listed in the Municipal Code which states:

**Sec. 26-34. – Billing adjustments and refunds.**

(a) Water, reclaimed water, and wastewater charges may be adjusted under the following conditions:

- (1) When an error has been made in the meter reading;
- (2) When a meter is found to have been registering improperly.

Other adjustments may be authorized by the departments providing utility services.

Specifically, adjustments will be considered for:

- I. Incorrect meter readings due to problems with the meter on-site or faulty field technicians' equipment.
- II. Reversed meter connections which may occur when the lawn and domestic hook-ups were reversed. Only homeowners with a separate meter for their lawn will be affected by this.
- III. Some water leaks - the burden of proof will be on the homeowner/account holder to show that the leaked water did not enter the sewer.

**Acceptable proof to qualify for an adjustment requires:**

- I. A written explanation of the problem and associated documentation.  
*AND*  
If repaired by a plumber: an invoice from the plumber with repair details must be included.  
*OR*  
If repaired by the homeowner: a detailed receipt listing the bill of materials must be included. Legible and verifiable photos may also be included.
- II. A one time per year pool fill credit will be given with documentation from a licensed pool company. The documentation must show the repair details, and if possible, the amount of gallons used to fill the pool.
- III. Adjustments will be issued only for the previous six (6) months and only one (1) per calendar year.