

# Water/Sewer Bill Adjustment Policy

1. **Purpose.** This policy outlines guidelines for adjusting verified water leaks on the customer side of the water meter and extends the same process for sewer bill adjustments related to pool filling. The policy, exercised at BVU Authority's discretion, serves as a framework to address billing adjustments resulting from leaks. It is important to note that this policy does not establish a binding contract or oblige BVU Authority to grant leak adjustments in every scenario.
2. **Authority.** This policy is approved by the BVU Authority Board of Directors.
3. **Background.** Customers occasionally encounter water leaks or line breaks on their side of the meter, leading to elevated water and sewer bills due to increased water usage. While BVU Authority is not responsible for leaks beyond the meter, customers may seek adjustments for these billing anomalies.
4. **Customer Request.** Customers must request a water leak or sewer bill adjustment within 90 days of the respective meter reading date.
5. **BVU Authority Preliminary Investigation.** Upon customer notification, BVU Authority will assess the water meter's accuracy. If a misreading or equipment failure is identified, a revised bill will be issued using an estimated reading based on the most recent billing period, up to a maximum of 12 months.
6. **Customer Notification and Responsibility.** In cases of accurate meter readings, customers will be informed of possible water leaks. The customer is then accountable for effecting necessary repairs within 30 days. Repair costs are borne by the customer, who can subsequently request a billing adjustment using the prescribed form. Repairs must be verified with receipts or contractor invoices.
7. **Continued Obligation to Pay.** Customers must maintain a current account status throughout the review process.
8. **Water Bill Adjustment.** BVU Authority will verify repaired leaks and allow one adjustment per 12-month period. The adjustment will be applied to the billing period with the highest usage. The reimbursement formula is as follows: *(Highest water charge) – (Previous 12 months average) = Reimbursement amount*
9. **Sewer Bill Adjustment.** Customers are entitled to one sewer bill adjustment per 12-month period. Adjustments will be granted if it is determined that effluent from the water leak did not enter the BVU Authority sanitary sewer system. The calculation method mirrors that of water adjustments.
10. **Maximum Adjustment Residential.** For residential customers, the maximum adjustment for either water or wastewater is \$250, up to a \$500 combined maximum.
11. **Maximum Adjustment Non-Residential.** For non-residential customers, the maximum adjustment for either water or wastewater is \$500, up to a \$1,000 combined maximum.
12. **Form of Adjustment.** Adjustments will be reflected as credits applied to the customer's account, with no cash refunds. These credits will be used in future billings, and BVU Authority will process the credit within 60 days of approval.
13. **Irrigation Systems.** Adjustments do not apply to irrigation systems or metered landscaping activities unless they are separately metered.
14. **Approval and Documentation.** Bill adjustments require approval from the Customer Operations Director or Water Resources Director. Requests lacking proper documentation may be declined.
15. **Special Circumstance.** The President and CEO retain the authority to approve exceptions beyond the policy's scope, addressing situations where denial of adjustment would lead to an undue financial benefit to BVU Authority. Examples include unforeseen line failures after the meter or uncontrollable leaks.
16. **Review and Revision.** This policy remains in force until amended or canceled. It should be formally reviewed at least once every five years prior to the start of a new fiscal year.