

## TOWN OF WADESBORO

### WATER/SEWER ADJUSTMENT POLICY

Purpose: This policy is for customers having leaks, or for any reason beyond their reasonable control for excessive water usage.

Excessive Use: Excessive use is defined as metered water and/or sewer flow equal to or greater than two times the customer's average monthly consumption amount. Average monthly consumption is based on the three (3) month average prior to the month showing excessive use. For customers not having a three month consumption history with a leak will be charged a minimum bill until a history is established.

The Town staff shall verify the meter reading to ensure the accuracy of the bill. Upon verification of the meter reading and verification that the consumption amount exceeds two times the customer's average monthly consumption, the adjustment request may be considered.

An Adjustment Request Form shall be completed by the account holder and submitted to the Town for consideration. Documentation verifying the cause of the excessive use shall be attached to the form (e.g. plumber's invoice, receipts for repair parts).

If the adjustment request is approved by the Public Services Director or his/her designee the customer shall be billed at a regular rate for two times the customer's average monthly consumption. Charges for consumption used over the average, shall be calculated at a rate equal to five percent above the wholesale rate the Town pays for water purchased from Anson County. Sewer will be billed at five percent above the bulk rate the County charges the Town.

If a customer can show cause that the excessive use did not enter the sewer system, then the Town will not charge for sewer.

Adjustments are limited to one per account during a 12 month period.