



To provide its current and future customers with a safe and reliable water supply.

ADMINISTRATIVE SERVICES Adjustments to Customers' Water Bills

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Control ID:	6055
Policy Owner(s):	Director of Administrative Services
Policy Expert(s):	Customer Service Manager
Approval Date:	7/30/2021
Approved By:	Management

Policy

Sweetwater Authority (Authority) shall adjust a customer's water bill when it is necessary to provide relief when there is a sudden and unforeseen increase in water usage in accordance with the terms of this Adjustments to Customers' Water Bills policy (Policy).

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Purpose

To establish guidelines for adjusting customer water bills in a manner that ensures equitable treatment and prevents any financial gain from a customer's unfortunate circumstances.

Scope

This Policy governs the adjustment of all bills prepared and delivered to customers of the Authority. All water bill adjustments calculated by the Authority's Customer Service staff shall be performed in accordance with this Policy.



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Procedure

1. Water Bill Adjustments

- 1.1. An adjustment may be made to the customer's water bill every ten (10) years if the following prerequisites are met:
 - A. The account is in an active status.
 - B. The account has not received an adjustment under this policy in the past ten (10) years.
 - C. A properly executed adjustment request form must be received prior to the mailing date of the second regular bill; in other words, the second bill mailed after the bill the customer wishes to adjust.
- 1.2. Customer Service will communicate with the customer to documents, where possible, the source of the high water use and the intervention made to eliminate the high water use.

2. Calculating Adjustments

- 2.1. Determine the average customer's water use by adding the usage for the previous 12-month period and divide by the number of bills generated within that same 12-month period (normally six bills for bimonthly accounts and 12 bills for monthly accounts).
- 2.2. In situations where there is no consumption history, adjustments will be based on average use for the service address, like type users for non-domestic accounts, or other billing periods that the Customer Service Manager deems reasonable.
- 2.3. Determining the amount of the adjustment:



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(A) High water bill, billed use at the Water Charge and the CWA Wholesale Rate
(B) Less cost of water at average consumption calculated at the Authority Charge as stated in Section 1.2.B of the Supplement to the Rates and Rules.
(C) Less cost of water in excess of the average calculated at the current Tier 1 Rate as stated in Section 1.2.B of the Supplement to the Rates and Rules
Adjustment to reduce high water bill = A-B-C

3. Approval – One-Time Adjustments

- 3.1. Under this Policy, the Customer Service Manager is authorized to approve adjustments up to \$900.
- 3.2. Under this Policy, the General Manager is authorized to approve adjustments up to \$2,000.
- 3.3. Under this Policy, the Governing Board shall approve or deny adjustments in excess of \$2,000.
- 3.4. The adjustment provided under this Policy will be in the form of a credit against the current balance due on the succeeding month(s) bill(s).

4. Reporting



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- 4.1. The General Manager will provide a quarterly report to the Governing Board through the Finance & Administration Committee on all adjustments applied to customer water bills under this Policy.
5. Denials
 - 5.1. The Authority has the right to deny a request for an adjustment for the following reasons:
 - A. When damage to water lines is caused by a city, county, or private contractor, or other third party. The customer must first seek compensation from the entity responsible for the damage before being considered for an adjustment by the Authority.
 - B. When a customer knowingly permits leaks to continue as stated in the Sweetwater Authority Rates & Rules – Section VIII, "Unauthorized Use or Waste of Water - No consumer shall use water upon any land other than that covered by the Application for Service, nor shall knowingly permit leaks or waste of water," such as when the excessive use is due to the intentional or negligent act of the customer, or non-responsiveness of the customer to warning signals such as high water bills, leak notifications, visible water, or other factors that should have made the customer reasonably aware of the existence of a leak.
6. Appeals
 - 6.1. Decisions made by the Customer Service Manager regarding a customer's written request for a water bill adjustment may be appealed by submitting a letter to the General Manager within 30 days from the date of the Denial of Adjustment notification letter.
 - 6.2. If the customer is not satisfied with the General Manager's decision, (either in support of the Customer Service Manager or concerning



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his/her decision on adjustment amounts up to \$2,000), the customer may appeal the decision by submitting a letter to the Governing Board within 30 days from the date of the Denial of Adjustment notification letter.

- 6.3. Decisions made by the Governing Board are final.

Reference Documents

[Rates and Rules](#)

[Supplement to Rates and Rules](#)

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