

APPROVED

2/17/03

**SEWER BILL ADJUSTMENTS
POLICY**

In general, sewer bill adjustments are only granted for temporary leaking water facilities where the lost water does not enter the sewer system.

The RWRA Director of Engineering or designee ("Staff") has the authority to grant sewer bill adjustments for leaking water service lines or other facilities if the following criteria are met:

- 1) The Owner must provide RWRA with adequate documentation that the leaking water did not enter the sewer system.
- 2) The period of adjustment does not exceed three billing months.
- 3) The Owner must provide RWRA with receipts of plumber's invoice, and/or any invoices for materials, should the owner perform the repair.
- 4) The Owner or Plumber must provide RWRA with a completed and signed RWRA "*Sewer Adjustment Request*" form.

The amount of the adjustment to be considered shall be based on staff estimation of the amount of water that did not reach the sewer system. Adjustments shall not be made until repairs are complete and water usage is documented as returning to "normal."

In cases where leaking water does enter the sewer system (i.e., running toilets, internal building water leaks, leaks that drain to the combined sewer system), sewer bills are not eligible for adjustment. However, extension of payments for the excessive sewer bills may be granted by dividing the lost water portion of the sewer bill into equal payments for up to 18 months, with no interest charged.

RWRA staff may make a determination for partial adjustment to the sewer bill, where the amount of water entering the sewer system cannot be accurately determined.

It shall be at the discretion of RWRA staff to limit the adjustments to properties in which there is a history of multiple occurrences.