

# Sewer Adjustment Policy

*(Adopted 21 July 2020)*

This policy covers sewer adjustments only. Water adjustments are covered under a separate policy.

It is the customer's responsibility to keep their plumbing system in good working order. All repairs are the customer's responsibility.

The sewer portion of a customer's bill must be at least twice the twelve month average in order to qualify for an adjustment.

When a customer signs an affidavit attesting that his or her monthly sewer bill, in whole or in part, was based upon water usage which included a major loss of water in the customer's internal water system, and attesting that this major loss of water did not enter the sewer collection system., the customer's sewer bill for that month will be adjusted to a level equal to the previous twelve month average of the customer's sewer bill.

If a customer's leak consumption is over a two month period, (two consecutive months), then both bills can be adjusted, if the criteria for an adjustment is otherwise met. The maximum leak consumption period is two months, (two consecutive months).

If a twelve month billing average is not available, SUD must have at least two months of water usage before adjusting the account for a leak.

SUD is under no obligation to extend the discount or due date or the time for paying any bills because the customer disputes the amount of the bill. While the bill is in dispute, no penalties will accrue on the account.

SUD shall not be obligated to make adjustments of any bills not contested within thirty (30) days from the due date of the bill contested.

Adjustments on SEWER bills will **NOT** be made on the following:

- Unexplained fluctuations in a customer's bill;
- Routine dripping faucets, or any type of faulty customer plumbing;
- Premises left or abandoned without reasonable care for the plumbing system; and
- Watering of lawns or gardens.
- Swimming pools with drains connected to the sanitary sewer system

For swimming pools without a drain that is connected to the sewer system, one sewer adjustment per year for the purpose of filling the pool will be allowed provided:

- SUD personnel verify that pool drain is not connected to the sanitary sewer system
- Homeowner notifies SUD that they are filling their pool before beginning
- Pool is filled all at one time

Only one adjustment per calendar year will be granted.