

TOWN OF LAKE LURE
WATER AND SEWER BILL ADJUSTMENT POLICY

A. WATER BILL ACCURACY

1. Any customer who feels that a bill is not correct, or who has a dispute over a bill, may question the accuracy of the bill by contacting the Water Department office at Town Hall, in person or by telephone, 625-9983.
2. Billing office staff will review the appropriate account records to determine if a mistake has been made in recording the usage figures, or in processing the bill. If a mistake is found the bill will be adjusted to correct the error.
3. If no mistake is found in recording the figures or in the processing of the bill the customer may request a rereading or a testing of their meter. If no errors or defects are found, service charges in the amounts of \$5.00 for rereading and \$15.00 for testing will be made. If an error or defect is found the bill will be adjusted to correct the error at no cost to customer.
4. If it is determined that no errors have been made by the Water Department when reading or recording the usage or processing the bills, and if the meter is found to have no defects, it is highly probable that a leak exists on the customer's side of the meter and it is the responsibility of the customer to have it repaired.

B. ADJUSTMENTS

1. For the purposes of this policy the term adjustment means a reduction in the amount of money required to be paid by the customer from what is printed on a water bill.
2. Water charges are not adjusted when Town water is used to fill swimming pools. A one time adjustment per year to the sewer bill can be made. The sewer bill adjustment is based upon the number of gallons the pool held. This usage would be deducted from the total in calculation for the sewer charge.
3. Adjustments to bills as a result of leaks on the customer's side of the meter shall be governed by the following rules:
 - a. No adjustments shall be made unless the leak created and excess usage in one billing period that is greater than 50% over the average usage for the previous annual billing period.
 - b. No adjustments shall be made unless the customer presents a bill from a plumber showing that repair work has been performed or a bill for materials if the repair was not contracted.

- c. Adjustments, when warranted, will be made for one billing period only. In the event the leak extends into a second billing period, the higher bill of the two can be adjusted.
- d. The adjustment allowed in all circumstances will be that amount over and above the figure calculated in 3a above.

Example: If your average water usage bill over the previous annual billing period was \$30.00 then a billing 50% over that amount would be \$45.00. In this example you would not receive an adjustment for any bill of \$45.00 or less. You may ask for an adjustment of the entire amount (if any) over \$45.00. The adjustment of the eligible amount would be 50%.

- e. Only one adjustment per residence per year will be allowed.
- 4. No adjustment will be considered for any bill after 90 days from the billing date.
 - 5. Billing office staff will make every reasonable effort to fully explain this policy to customers requesting an adjustment.