

Public Water Supply District #3 of Johnson County Policy and Procedures

Policy / Procedure number: 2013-003



Subject: Hickory Hills Wastewater Leak Adjustment Policy

Approval Date: June 19, 2013

POLICY: The intent of this policy is to adjust the wastewater billing for a leak on the customer's side of the meter for customers within the Hickory Hills Subdivision.

The District will consider an adjustment, for the wastewater only, if the customer's current bill is greater than 150% of the average bill during the last year.

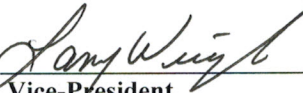
PROCEDURE: In order to verify the leak, the customer must furnish to the District a receipt from a plumbing contractor stating the leak has been found and repaired with the nature and location of the leak; or the customer must provide a similar letter to the District's satisfaction, that the customer has repaired the leak along with receipts for plumbing materials used. The District will then consider adjusting the customer's wastewater bill, depending on the specific circumstances involved, as follows:

1. The customer's normal water usage will be determined by taking an average of the water used for the prior one (1) year, or the comparable seasonal bill for the prior year, whichever is higher, and consider the quantity to be the customer's normal usage.
2. The quantity in (1) above will be subtracted from the quantity of water used in the billing period of above average usage. The resultant will be considered the excess of usage caused by the leak.
3. The customer's bill will be adjusted to reflect the normal usage determined in step 1, plus one-half the excess usage as determined in step 2.
4. The office staff, once the balance due is determined, may prorate that amount over several months not to exceed twelve (12) months. That monthly amount plus the month's normal bill must be paid.

Adjustments for leaks on the customer's side of the meter will be limited to one (1) per customer per two (2) years.

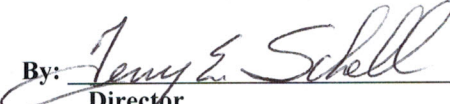
FINAL APPROVAL **BOARD OF DIRECTORS**

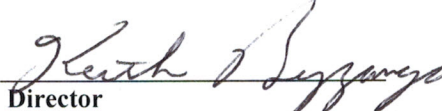
By: 
President

By: 
Vice-President

Date: 19 Jun 2013

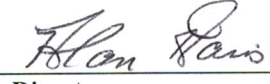
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