

ADJUSTMENTS

Section 1. POLICY

The purpose of this policy is to state the procedure and requirements for water and wastewater adjustments that the Bedford Regional Water Authority (“Authority”) has for its customers. Each account maintained by a customer is subject to an adjustment under this policy.

Section 2. WATER LEAK ADJUSTMENT

- A. Until the Authority approves an adjustment, per this policy, the customer should continue to pay the bill according to the billing statement.
- B. Ownership:
 1. The Authority owns the water mains and service lines that provide service to the water meter; the Authority also owns and is responsible for everything inside the meter box and up to two feet (2’) outside the box. The customer is not to tamper with nor modify anything inside of the meter box.
 2. The Customer is responsible for maintaining everything on the service side of the meter box, beginning two feet (2’) on the outside of the meter box; this includes the service line to the structure or property that is being served, and all fixtures and appurtenances on the property. The customer is responsible for properly maintaining their property to minimize the potential for leaks.
- C. No adjustment will be provided by the Authority under the following conditions:
 1. If the water was used for irrigation purposes.
 2. If the water used flowed through a fire suppression system; this includes, but is not limited to, systems such as a sprinkler system or privately owned fire hydrants.
 3. If the high water loss was due to intentional misuse or willful neglect.
- D. Adjustments are credited to the open account for which the service is billed for the affected address; adjustments are not issued in the form of cash, check, or other form of payments.
- E. Customer Adjustments: These adjustments are for leaks that occur on the customer’s side of the meter. Authority customers may receive up to three (3) leak adjustments every six (6) years. Customer Adjustments will be made according to the following:
 1. Adjustments will only be made if the usage that was billed is at least double (2 times) the average usage that is normally billed for the account.
 2. The adjustment request must be made within 30 days of the notification of the leak or within 30 days of the receipt of the billing statement.
 3. Each adjustment will only cover one (1) billing cycle.
 4. An [“Application for Adjustment”](#) form must be submitted to the Authority. This documentation will be noted and saved with the customer’s account.
 - a. The Application for Adjustment must contain:
 - i. a description of the cause and location of the leak for which the adjustment is being requested. A hard copy of the request must be sent by mail, e-mail, or hand delivered, and it must contain an original signature.
 - ii. the following statement of certification on the Application for Adjustment:
 - iii. “By signing this letter, I am certifying that the adjustment being requested was due to a leak on the property that I own and/or rent.”

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- b. Supporting documentation that is recommended to go with the Application for Adjustment includes the following:
 - i. Photographs of the cause of the leak and photographs of the work done to prevent future high use.
 - ii. Any other supporting documentation that is available. This may include plumber invoices, parts lists showing repair parts purchased, etc.
- 5. Customer Adjustments will be calculated as follows:
 - a. The bill will be adjusted by dividing the water and/or sewer volume charge portion of the bill in half. Fifty percent (50%) of the volume charges will be the responsibility of the customer to pay, and the other fifty percent (50%) of the volume charges will be deducted from the bill by an adjustment.
 - b. No adjustment will be made to any other fees other than the volume charges.
 - c. Minimum: The minimum amount of the bill to be considered for adjustment is fifty dollars (\$50). No adjustment credit will be approved for under twenty five dollars (\$25).
 - d. Maximums: For very large leaks, where adjustments are approved, the following applies:
 - i. Residential: for a leak that generates a bill (or bills) totaling in excess of one thousand dollars (\$1000), the billing statement(s) will be reduced to a maximum charge of five hundred dollars (\$500). When this maximum large adjustment is applied to the account, no further adjustment will be made to the account for six (6) years following the date of the adjustment.
 - ii. Commercial/Industrial: due to the large variability of flow rates among these customers, any maximum charge for this classification of customers, which is greater than the residential maximum stated above, will be reviewed by the Board of Directors on a case by case basis.
- F. Authority Adjustments: These adjustments are for problems related to assets owned by the Authority or damages caused by the Authority. These Authority Adjustments do not count towards the limited number of adjustments allowed per the prior section of this policy. Authority Adjustments will be made according to the following:
 - 1. An "Application for Adjustment" form, requesting the Authority Adjustment and providing explanation of the reason for the request, must be submitted to the Authority. This documentation will be noted and saved with the customer's account.
 - 2. Authority Adjustments will be given upon the following conditions:
 - a. A leak was determined to be on the Authority side of the meter setting
 - b. The meter setting was loose and caused a leak
 - c. A gasket failed in the meter setting
 - d. Erroneous meter readings leading to a larger than normal bill
 - 3. Authority Adjustments will be calculated as follows:
 - a. The volume portion of the bill will be adjusted to equal to the average volume consumption for the impacted service address.
 - b. No adjustment will be made to any other fees other than the volume charges.

Section 3. SEWER ADJUSTMENT

- A. Adjustments to customer sewer bills for filling swimming pools and hot tubs will be allowed for one (1) billing period per calendar year according to the following:

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1. The customer must be connected to the Authority's sewer system in order to receive the sewer adjustment.
2. The customer must notify the Authority at least three (3) business days prior to filling the pool or hot tub and also within one (1) business day upon completion of the fill.
3. The customer must make the request for the sewer adjustment in writing, either by a letter or email, within five (5) business days upon completion of the fill. This documentation will be noted and saved with the customer's account.
4. The sewer charges for one (1) billing period will be credited for consumptions above the lowest three (3) billing periods average consumption that occurred one (1) year prior to the adjustment.

Section 4. ROUTINE WASTEWATER CHARGE ADJUSTMENT

- A. General: The customer will be responsible for requesting the routine wastewater charge adjustment in writing to the Authority. It is the responsibility of the customer to document and justify the request for the adjustment.
- B. Approval: The Authority will review the request in a timely manner, and make a determination of the applicability of this policy to the request; a site inspection of the customer's facilities by the Authority may be required. The Authority will determine if the customer will be eligible one of the following types of routine wastewater adjustment based on water used that does not have the ability to be transmitted to the wastewater system.
 1. Metered: Should the customer have multiple processes that will not produce wastewater where an adjustment is requested, each process must have a deduct process water meter and each meter will have separate fees and credits associated with the meter. If the customer is approved for a routine adjustment under this section of the policy, the customer must:
 - a. Sign up for the service and agree to pay the current account fee, deposit, and base charge, as adopted by Authority and shown in the Rate Policy, for the deduct process water meter.
 - b. Purchase and install the deduct process water meter upstream of the area of the process which will not produce any wastewater entering the wastewater system. The deduct meter must meet the Authority's specifications, and the size of the meter must be approved by the Authority. The meter can be purchased from the Authority if so desired by the customer.
 - c. Install the antenna for the deduct meter in a location that allows for the meter to be read remotely from a place with unfettered access using the Authority's reading equipment.
 - d. Make the deduct meter, and the area in which it is installed, available for inspections by the Authority personnel upon request. If such access is not granted at any time by the customer to the Authority, the adjustments may be terminated without any further notice from the Authority to the customer.
 - e. Be the responsible for any maintenance, testing for accuracy, or replacement of the deduct water meter.
 2. Evaporation: Water lost due to evaporation that can that can be clearly documented and quantified, but cannot be metered as shown above. Evaporation adjustments may be granted in lieu of metered deductions, but will not be combined with metered deductions for the same

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- process. If the customer is approved for routine adjustment under this section of the policy, the customer must:
- a. Provide documentation showing why it is not possible to install a deduct process water meter to quantify the water that is not transmitted to the wastewater system.
 - b. Provide documentation showing the calculation or basis for the routine adjustment that is requested.
- C. Billing: The Authority will routinely deduct from the billing statement utilizing one of the following methods:
1. Metered: The Authority will read the deduct process water meter(s) and calculate the net wastewater consumption by deducting the volume of water flowing through the deduct meter(s) from the gross volume of water flowing through the customer's master water meter.
 2. Evaporation: The Executive Director of the Authority will calculate a percentage of wastewater that is not generated due to the evaporation, and the Authority will deduct this same percentage from the wastewater bill every billing period. This calculation will be performed no more than annually, and any requested change must be made in writing to the Authority from the customer.

Section 5. APPEAL

- A. Customers may appeal administrative decisions regarding this policy to the Executive Director of the Authority; the Executive Director will then consult with at least two (2) other management level staff to determine if an adjustment should be made. If the Executive Director determines that an exception is warranted, the granted exception will be reported to the Board of Directors.
- B. The Board may review any appeal, and they may remand the review of an appeal to a committee for further evaluation; said committee will then make a recommendation to the Board at the next regularly scheduled board meeting.

Section 6. REVISIONS

- A. This policy was approved and adopted by the Authority's Board of Directors on March 26, 2013, effective July 1, 2013.
- B. This policy was modified as follows:
 1. Approved November 19, 2013, effective November 20, 2013:
 - a. Changed the term "sewer" to "wastewater" throughout the policy.
 - b. Modified the formatting of section 2 for clarity
 - c. Modified section 3 to allow for a routine wastewater adjustment based on evaporation.
 2. Approved November 18, 2014, effective November 19, 2014:
 - a. The entire section 2 was modified for water leak adjustments.
 - b. Section 3 was added for sewer adjustments based on filling swimming pools.
 3. Approved August 16, 2016, effective September 1, 2016:
 - a. Section 2 was revised to require the Application for Adjustment, to limit the period in which the adjustment can be requested to 60 days, and to include minimums and maximums adjustment parameters.

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4. Approved February 21, 2017, effective February 22, 2017:
 - a. Section 1 was modified to provide clarification on each account being eligible
 - b. Section 2.A and 2.B were added to explain the responsibilities of the customer.
 - c. Section 2.F was added to explain the appeal process.
5. Approved June 19, 2018, effective July 1, 2018:
 - a. Changes were made to reflect the transition to monthly billing
 - b. Section 2.F. was added to explain the process of Authority adjustments
 - c. The appeal process was modified and moved to Section 5.