

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 ("Bedford Water") has for its customers. Each account maintained by a customer is subject to an adjustment under this policy.

Section 2. WATER LEAK ADJUSTMENT

- A. In order to avoid disconnection of service, the customer must continue to pay the bill according to their billing statement.
- B. Ownership:
 - 1. Bedford Water owns the water mains and service lines that provide service to the water meter; Bedford Water also owns and is responsible for everything inside the meter box and up to two feet (2') of the pigtail 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 beginning on the outside edge 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.
 - a. Upon notification of a leak, it is the customer's responsibility to repair the leak and maintain good standing on the account. If an owner fails to have the leak repaired within ninety (90) days of notification, and/or fails to continue monthly payments, the water and sewer services will be disconnected until the leak has been repaired and account is paid in full.
 - b. Tenants renting from a landlord will be held responsible for continued payment and should notify the landlord upon notification of the leak. Failure to do so will result in disconnection of water and sewer services until the leak is repaired and the account has been paid in full.
- C. No adjustment will be provided by Bedford Water under the following conditions:
 - 1. If the water was used for irrigation purposes, except as specifically stated in Section 3 of this policy.
 - 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 misuse, neglect, or oversight.
- D. Adjustments are credited to the active 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.

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- E. Customer Adjustments: These adjustments are for leaks that occur on the customer's side of the meter. Bedford Water customers may receive up to three (3) leak adjustments every six (6) years from the date of the first adjustment received. Customer Adjustments will be made according to the following:
1. Adjustments will only be made if the usage that was billed is at least 200% of (double) the average usage for the account.
 2. The adjustment request must be made within 60 days of the notification of the leak or the date that the billing statement was sent.
 3. Each adjustment will only cover one (1) billing cycle. Multiple adjustments will count individually towards the adjustment limit listed above.
 4. An "[Application for Adjustment](#)" form must be submitted to Bedford Water. This documentation will be noted and saved with the customer's account.
 - a. Supporting documentation that is required to go with the Application for Adjustment includes the following:
 - i. Detailed letter describing the leak and the resolution of reported leak; it is recommended that photographs of the cause of the leak and photographs of the work performed to prevent future leaks be included in the letter however, these are not required.
 - ii. A copy of the plumber invoice, parts list showing repair parts purchased, etc. showing that work was done to eliminate the leak.
 - iii. If the customer repaired the leak themselves, a copy of the parts receipt will need to be included. Customer must indicate in the detailed letter that he/she repaired the leak.
 5. Customer Adjustments will be calculated as follows:
 - a. The bill will be adjusted by dividing the water and/or sewer volume/commodity charge portion of the bill in half. Fifty percent (50%) of the volume/commodity charges will be the responsibility of the customer to pay, and the other fifty percent (50%) of the volume/commodity charges will be deducted from the bill by an adjustment.
 - b. Adjustments are only applied to the volume/commodity charges. No adjustment will be made to any other Bedford Water fees, such as base charges or penalties. Adjustments will not include any credits for any customer expenses or plumber bills.
 - c. Minimum: The minimum amount of the water and/or sewer statement to be considered for adjustment is fifty dollars (\$50). No adjustment credit will be approved for under twenty-five dollars (\$25).
 - d. Maximum: For approved adjustments related to large leaks, the following criteria applies:
 - i. Residential: In instances where a leak results in a volume charge exceeding one thousand dollars (\$1000), the account may qualify for an adjustment that reduces the total charge to a maximum volume charge of five hundred dollars (\$500). Such adjustments apply exclusively to volume charges only; base charges, penalties, and other fees are not subject for adjustment. Eligibility for this adjustment requires the customer to remain in good standing, including maintaining regular monthly payments during the review and adjustment process. Upon application of this maximum adjustment, the account will not be eligible for further adjustments for a period of six (6) years from the date of approval.

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- 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 Director of Finance on a case-by-case basis.
- F. Bedford Water Adjustments: These adjustments are for problems related to assets owned by Bedford Water or damages caused by Bedford Water. These Bedford Water Adjustments do not count towards the limited number of adjustments allowed per the prior section of this policy. Bedford Water Adjustments will be made according to the following:
- 1. An “Application for Adjustment” form, requesting Bedford Water Adjustment and providing explanation of the reason for the request, must be submitted to Bedford Water. This documentation will be noted and saved with the customer’s account.
 - 2. Bedford Water Adjustments will be given upon the following conditions:
 - a. A leak was determined to be on the Bedford Water 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/commodity portion of the bill will be adjusted to equal to the average volume/commodity consumption for the impacted service address.
 - b. No adjustment will be made to any fees other than the volume/commodity charges.

Section 3. SEWER ADJUSTMENT

- A. Adjustments to customer sewer bills may be made for irrigation, fire suppression, filling swimming pools and hot tubs and will be allowed for one (1) billing period per year from the previous year’s adjustment according to the following:
- 1. The customer must be connected to the Authority’s sewer system in order to receive the sewer adjustment.
 - 2. The customer must notify Bedford Water at least three (3) business days prior to irrigating lawn, filling a pool or hot tub and also within one (1) business day upon completion of the irrigation or 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 irrigation or 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. DEDUCT METERING

- A. General: The customer will be responsible for requesting the deduct meter in writing to Bedford Water. It is the responsibility of the customer to document and justify the request for the additional meter.

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- B. Approval: Bedford Water 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 Bedford Water may be required. Bedford Water will determine if the customer will be eligible for one of the following options based on water used that does not have the ability to be transmitted into 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 deduct meter 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 Bedford Water's specifications, and the size of the meter must be approved by Bedford Water. The meter can be purchased from Bedford Water 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 Bedford Water's reading equipment.
 - d. Make the deduct meter, and the area in which it is installed, available for inspections by Bedford Water personnel upon request. If such access is not granted at any time by the customer to Bedford Water, the adjustments may be terminated without any further notice from Bedford Water to the customer.
 - e. Be responsible for any maintenance, testing for accuracy, or replacement of the deduct water meter.
- C. Billing: Bedford Water will routinely deduct from the billing statement utilizing one of the following methods:
1. Metered: Bedford Water 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.

Section 5. APPEAL

- A. Customers may appeal administrative decisions regarding this policy to the Director of Finance for Bedford Water. The Director of Finance will then consult with at least two (2) other management level staff to determine if an adjustment should be made. If the Director of Finance 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.

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Section 6. REVISIONS

- A. This policy was approved and adopted by Bedford Water'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.
 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.
 6. Approved November 17, 2020, effective November 18, 2020
 - a. Changes were made throughout the policy for clarification
 7. Approved October 18, 2022, effective October 19, 2022
 - a. Sections 2, 3 and 4 were revised to provide additional clarification
 - b. Section 2.B.2. was modified to address customer leaks
 - c. Section 4 had evaporation removed as a situation for adjustments.
 8. Approved June 16, 2026, effective June 17, 2026
 - a. Changes were modified to address large leak accounts, add explanation of base charges and penalties, and clarify eligibility