



Credit Adjustment Ordinances

City Ordinance Section 28-76 Waste Water User Rates

(g) Should excessive water consumption be recorded by an accurate meter for a customer whose account shows no prior history of such high water consumption and is not the result of a leak, the Finance Director or designee may grant a one-time billing adjustment to the customer for the overage above the twelve-month average at the lowest tiered rate, for a maximum of two months. This one-time credit is for the life of the account at the location for which such a credit is granted.

- (1) In order to be considered for the one-time billing adjustment, the customer must submit the adjustment application and supporting documents, including evidence of no leak and a meter test request to the Utility Billing and Collections Division within sixty (60) days of the date of the bill indicating high usage.

(h) Should excessive water consumption be recorded by an accurate meter as the result of an identified leak, the Finance Director or designee upon receipt of the supporting documentation of the repaired leak, may adjust the overage above the twelve-month average to the lowest-tiered rate, for a maximum period of two months. To be considered for such an adjustment, the consumer's account must have monthly usage exceeding two-times their average monthly usage for the previous twelve months and the consumer must submit the adjustment application to the utility billing and collections division within sixty (60) days of the date of the bill in question.

(j) Should water consumption of an unusually large volume be recorded by an accurate commercial meter, which consumption is the result of a leak in the consumer's water system, and such consumption results in a loss of water that did not enter the sewer system, the city manager or designee may, upon receipt of a sworn affidavit from the customer requesting the leak adjustment, and a sworn affidavit from a licensed plumber that a leak in the customer's water system has been repaired, reduce or credit the customer's wastewater commodity charge by averaging the prior twelve-month consumption and crediting the difference.

City Ordinance Section 28-143 Water Rates

(d) For Residential accounts only. Should excessive water consumption be recorded by an accurate meter for a customer whose account shows no prior history of such high water consumption and is not the result of a leak, the Finance Director or designee, may grant a one-time billing adjustment to the customer for the overage above the twelve month average at the lowest tiered rate, for a maximum of two months. This one-time credit is for the life of the account at the location for which such a credit is granted.

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(e) For Residential accounts only. Should excessive water consumption be recorded by an accurate meter as the result of an identified leak, the Finance Director or designee, upon receipt of the supporting documentation of the repaired leak, may adjust the rate for the overage above the twelve-month average to the lowest-tiered rate, for a maximum adjustment period of two months. To be considered for such an adjustment, the consumer's account must have monthly usage exceeding two-times their average monthly usage for the previous twelve months and must submit the adjustment application to the utility billing and collections division within sixty (60) days of the date of the bill in question.



City Ordinance Section 28-144 Sprinkling meter charges

(c) Should excessive water consumption be recorded by an accurate meter as the result of an identified leak, the Finance Director or designee, upon receipt of the supporting documentation of the repaired leak, may adjust the rate for the overage above the twelve-month average to the lowest-tiered rate, for a maximum adjustment period of two months. To be considered for such an adjustment, the consumer's account must have monthly usage exceeding two-times their average monthly usage for the previous twelve months and must submit the adjustment application to the utility billing and collections division within sixty (60) days of the date of the bill in question.

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