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Town of Aberdeen

ROBERT A. FARRELL, Mayor
PAUL SABISTON, Town Manager
REGINA M. ROSY, Town Clerk



Water & Sewer Adjustment Policy

1. The purpose of this policy is to create a method by which the Town of Aberdeen can adjust water and sewer bills for excessive use due to a break in the main water supply.
2. Definition of a Leak: toilets, hot water heater, faucets, spigot, service line, any leak from the point of connection starting at the meter into the residence. Leaks caused by any mechanical failure will not qualify.
3. The Department of Public Works is only responsible for repairing leaks from the main up to the back connection of the water meter. The Department of Public Works IS diligent to repair any homeowner's service line extending from the Town's main water line at the street up to the back connection of the meter box, and at no time are they authorized to make or repair any leaking connections on the homeowner's side of the meter. Leaks that may result in DPW service line repairs must be an immediate and a direct result of repair for the Town to hold any responsibility for such leak. The customer is responsible for leakage in the piping on his/her property on his/her side of the water meter (point of connection at the meter box) and will be charged for water and/or sewer based on water use as indicated on the meter.
4. Excessive use is defined as metered water and/or sewer flow equal to or greater than three (3) times the customer's average monthly consumption amount. Average monthly consumption is based on the six (6) month average prior to the billing statement showing excessive use or three (3) consecutive billing cycles (bi-monthly billing). Should a residential or commercial water and/or sewer customer served by a water tap no greater than one (1) inches request an adjustment for excessive use, Town staff shall first verify the meter reading to ensure accuracy of the bill. Upon verification of the meter reading and verification that the consumption amount exceeds three times the customer's average monthly consumption, the adjustment request may be considered.
5. Additional fees may apply if data logs and/or reread are requested more than twice (2) a year per customer and/or service address. If it is determined that the excessive use existed and no errors on the Town of Aberdeen meter readings, then a fee of \$30.00 will be applied to the utility bill and must be paid at next billing.
6. Utility customers may apply for an adjustment once a year when excessive use has occurred. An Adjustment Request Form should be completed by the account holder and submitted to the Town for review. The customer must provide information describing the situation or circumstances that resulted in the loss of water. This should include the cause of the water loss, when the problem was discovered, and what action was taken to stop the loss of water. Any documentation verifying the

cause of the excessive use should be attached to the form (e.g. plumber's invoice, receipts for purchase of repair equipment). Upon verification of the meter reading and verification that the consumption amount exceeds three (3) times the customer's average monthly consumption, the adjustment request may be considered.

7. All adjustments will be reviewed only after permanent repairs have been made and necessary paperwork has been turned into the Water Department at 115 North Poplar Street. The repair must be verified and inspected by an authorized Town employee which includes verifying that the meter is no longer indicating a leak and providing the billing office with an updated reading at which time an adjustment can be approved. If more than one visit to service location of leak adjustment request is required, an additional \$10.00 service fee (per visit) will be applied to customer's account. Requests for adjustment must be supplied in a timely manner and during the specific billing cycle. Requests will not be accepted on late fee, penalty, or cut off days. If approved, adjustments will take at least 48 hours to complete.

8. If the adjustment request is approved, the customer should be billed at a regular rate for the average of the previous six (6) months usage or three (3) consecutive billing cycles (bi-monthly billing). Bills are still due according to due dates, late fee dates and penalty dates regardless of excessive usage. It is the customers responsibility to follow through with confirming the adjustment was approved and amount due.

9. If excessive use occurs within the first billing cycle of a new account, the customer's average monthly consumption shall be calculated based on the number of occupants including children. The following calculation will be used to determine usage: 2400 gallons a month per person over 12 years old and 1500 gallons per month per person under 12 years old. If excessive use occurs within the first six (6) months of a new account, the average monthly consumption should be calculated based off of the active number of billing cycles, excluding the first.

10. Requests for adjustment due to excessive use for a residential or commercial water and/or sewer customer being served by a water tap greater than one (1) inches will not be accepted or approved.

11. Household meters: No sewer will be adjusted unless it is proven that the leak did not enter the sewer system this applies to faucets and toilets. If irrigation system is hooked to the household meter, there will be no water and/or sewer adjustment allowed if the leak is determined to be any part of the irrigation system. Hoses left on or broken will not qualify for an adjustment. All leaks must be repaired (no temporary fixes) and all necessary documentation submitted.

12. Irrigation meters: Adjustments to irrigation meters for leaks occurring between March 15 and October 15 billing dates will be based on the history from previous years during that same time period and must meet the excessive use definition at which time a maximum of 20,000 gallons will be adjusted off. If there is no history then adjustment will be the discretion of the Water Department and based on the issue leading to the excessive use. A broken sprinkler head or faulty timer will not qualify for an adjustment. During the winter months adjustments will be given based on same criteria for formulating an average usage. All leaks must be repaired (no temporary fixes) and all necessary documentation submitted.

13. Irrigation System Leak Adjustments will only be given if the system is independently metered by an irrigation meter so that exact usage can be determined. Irrigation systems hooked directly into the house meter will not be granted any adjustment against water or sewer usage for any reason.

14. Sewer Adjustment for Swimming Pools: No adjustment will be made for pools with the exception of permanent new construction (first time fill up) or in cases where a new pool liner has been replaced and the water drainage doesn't enter the Town's sewer system. If a commercial pool meets the adjustment requirements, they will be required to provide documentation of the pool's drain connection. This does not include above ground pools. An invoice indicating the size (gallons) of pool is required. The billing consumption must match average usage combined with the size (gallons) of the pool in order for the total pool gallons to be credited otherwise the adjustment will be given to the total consumption above the average usage only.

15. Utility customers will be granted one adjustment during any 12-month period. There must be at least twelve months between adjustments. Should the leak go into the second billing cycle, the adjustment will be made to the higher bill which will be determined during the approval phase and with an updated meter reading.

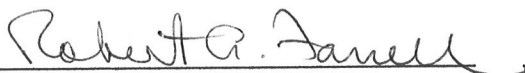
16. In case there is a second leak at same service location in the same twelve (12) month period that is greater than the first, the Town will allow the customer to pay the full amount on the first leak and adjust the second.

17. Service locations that have AMR (Automatic Meter Reading) meters installed will only be granted a leak adjustment if the meter software indicates a leak alert notification. This will apply to both house meters and irrigation meters.

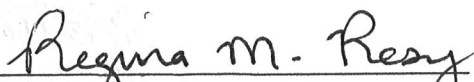
18. Excessive use due to leaks must be repaired in a timely manner to be considered for any adjustment. A persistent leak that has been detected (i.e. door hanger, phone call, email, or Leak Alert Notification) and left unrepaired for more than 72 hours will not be approved for a leak adjustment.

19. Excessive use adjustments can be denied or authorized at the discretion of the Public Works Director, Finance Director or Town Manager.

The foregoing policy on motion of Commissioner Dannelley, seconded by Commissioner Laney was amended this 24th day of August 2020.


Robert A. Farrell, Mayor

Attest:


Regina M. Rosy, Town Clerk

Town of Aberdeen
 115 North Poplar Street
 Aberdeen, NC 28315



(P) 910-944-7799
 (F) 910-944-7459
utilitybilling@townofaberdeen.net

UTILITY ADJUSTMENT REQUEST FORM

Applicant Name: _____ Date: ____/____/____	
First	Last
Email Address: _____	
Service Address: _____	
Primary Phone No: _____	Alternate Phone No: _____
Account Number: _____	Are you the: <input type="checkbox"/> Tenant <input type="checkbox"/> Occupant <input type="checkbox"/> Owner
Documentation Verifying Excessive Use Attached: <input type="checkbox"/> YES <input type="checkbox"/> NO	
Reason for Request: _____ _____	
<p>I request an adjustment to my utility bill showing excessive use due to circumstances out of my control causing an abnormally high bill. I understand that excessive use is defined as metered water and/or sewer flow equal to or greater than three times the previous six (6) month average consumption. I understand that if this request is approved, I will be billed at a regular rate for my average consumption over a six (6) month period. Anything above said consumption will be adjusted in accordance with the Utility Service Policies and Procedures. I understand that this type of billing adjustment shall not be allowed more than one (1) time during any twelve (12) month period for the same customer, regardless of service location.</p>	
SIGNED: _____	DATE: _____

- OFFICE USE ONLY -	
I certify that I fully explained to the above customer that by executing this adjustment, the above customer would not be eligible for another during the following twelve (12) months. The following bill was adjusted by the amounts indicated below.	
USAGE BILLED: _____	AVERAGE USAGE: _____
	Aberdeen Staff Initials
Billing Date: _____	Water Adjustment Amount: _____
	Sewer Adjustment Amount: _____
Original Bill Amount: _____	Adjusted Bill Amount Due: _____
Accepted (Initials/date): _____	Request: <input type="checkbox"/> Approved <input type="checkbox"/> Denied
	Signature of Official Approving Adjustment _____ Date _____