
**AUGUSTA COUNTY SERVICE AUTHORITY
OPERATING PROCEDURES AND POLICY MANUAL**

Approved By: Board of Directors
Effective Date: September 9, 2014

Customer Service
Policy No. 5.5
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Sewer Billing Adjustments

The Authority acknowledges that there may be occasions when a customer may have a leak with significant volumes of water lost, or use water for other purposes which may or may not have entered the sewer system. The Authority requires the customer to pay for the water used in accordance with **Policy 5.4 Water Billing Adjustments**, but will determine whether an adjustment for sewer service charges is justified in the following situations.

Swimming Pools - Customers who fill their swimming pool from their water service line may receive a sewer adjustment of 100% of the difference between the actual sewer usage and their average bi-monthly usage up to the amount used to fill the pool. In order for customers to insure they receive proper credit, they need to notify the Authority Customer Service Department of their intent to fill their pool, the date of pool filling, and the volume of water used, in order to receive credit on their next bill. This adjustment may only be given once per calendar year.

Lawn Establishment for New Construction Dwelling - Contractors or owners may request relief, one-time, for sewer charges for water used in initial lawn establishment for a newly constructed dwelling. The contractor or owner must notify the Authority's Customer Service Department in advance of usage in order to qualify for the sewer usage relief on the next bill. The basis for an adjustment will be a one-time adjustment of 100% of sewer charges for an unoccupied residence. For an occupied residence, it will be based on the number of occupants living in the dwelling and the Authority's average consumption and usage charges for that number of occupants in an average dwelling for one billing cycle.

Flush Tank Leaks - An adjustment in the amount of 50% of the difference between the customer's actual sewer usage and their average bi-monthly sewer usage may be allowed for customers with up to 1" meters where the consumption exceeds the customer's average bi-monthly usage. The period eligible for adjustment is limited to no more than two consecutive billing cycles. If less history exists for the customer, the Customer Service Department will estimate the usage based on the history it has for the customer or number of residents if no history exists.

1. Requests for an adjustment must be made to the Authority's Customer Service Department within 45 days of the billing date.. All repairs must have been completed within 45 days of the billing date. If the customer chooses not to fix the leak within the 45 day period, the customer will not be eligible for an adjustment.
2. The customer must provide to the Authority's Customer Service Department a copy of the plumber's bill; or the customer may provide a signed, written statement, describing the leak, the repairs made, and the date of the repair.
3. Prior to any adjustment credit, for meters up to 1" in size, Authority staff will verify at the meter that a leak is no longer indicated. The Trip Charge for this verification

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will be waived if the leak is no longer active. Any additional trips required for verification will be billed according to the current prevailing Fee Schedule.

4. The eligible period for an adjustment is limited to two consecutive billing cycles. An adjustment for a leak may not be granted more than twice in any rolling three year period.

Underground & Miscellaneous Leaks – If a customer has an underground leak, a leak in a crawl space, or a similar area where it can be reasonably assured that the water from the leak did not enter the sewer system, the customer may be eligible to receive a sewer adjustment of 100% of the difference between the actual sewer usage and their average bi-monthly usage

1. Requests for an adjustment must be made to the Authority's Customer Service Department within 45 days of the billing date of the bill. All repairs must have been completed within 45 days of the billing date. If the customer chooses not to fix the leak within the 45 day period, the customer will not be eligible for an adjustment.
2. The customer must provide to the Authority's Customer Service Department a copy of the plumber's bill; or the customer may provide a signed, written statement, describing the leak, the repairs made, and the date of the repair.
3. Prior to any adjustment credit, for meters up to 1" in size, Authority staff will verify at the meter that a leak is no longer indicated. The Trip Charge for this verification will be waived if the leak is no longer active. Any additional trips required for verification will be billed according to the current prevailing Fee Schedule.
4. The eligible period for an adjustment is limited to two consecutive billing cycles. An adjustment for a leak may not be granted more than twice in any rolling three year period.

Adjustments requiring Board approval

1. Sewer adjustments exceeding \$5,000 will require approval of the Authority Board. A request for an adjustment at this level must be accompanied by the same documentation as described in the qualifications above.