



## City of Morrison Billing Adjustment Policy

Please read the following before submitting a request for an adjustment to your bill.

1. The need to adjust a utility bill may be evident by a customer complaint of excessive billing or evidence of leakage on the customer side of the meter. To qualify for an adjustment, the water usage must be at least 3 times above the average quarterly usage. Average usage is defined as the average normal consumption for the prior three months.
2. It is the customer's responsibility to keep their plumbing system in good working order.
3. Only one adjustment per customer per 36 months of the customer's payment history is allowed, unless otherwise waived by action of the City Council.
4. The City will first determine that the meter has been read properly. If an investigation establishes that the meter was misread or that there was a failure of utility equipment, a new bill will be issued using an estimated reading based on the last 12 month billing period. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.
5. If an investigation of the meter establishes that the meter was properly read and that there was no failure of utility equipment, the bill will remain valid and payable.
6. If the customer questions the accuracy of the meter, they may pay the utility bill in question, plus a testing fee at a rate to be set by the City from time to time. The City will remove the meter and have it tested in accordance with guidelines established for used meters by the American Water Works Association (AWWA). If the meter tests accurate, the customer forfeits the meter testing deposit. If the meter does not meet AWWA accuracy standards, the City shall refund the meter testing deposit to the customer, and repair or replace the meter at the City's cost.
7. If an adjustment of the customer's bill is warranted, the amount of the bill will be determined based upon the same billing period from the prior 12 month billing plus one-half of the overage. The City shall collect the average water bill and 50% of the difference between average usage and excess usage. If the leak did not go into the sanitary sewer system, sewer charges may be waived accordingly. If the leak did go into the sanitary sewer system, 50% of the difference between average usage and excess usage shall be paid.

8. Adjustments on water bills will **NOT** be made on the following:
  - a. Routine dripping faucets
  - b. Premises left or abandoned or vacated without reasonable care for the plumbing system
  - c. Bills claimed to be lost or not received
  - d. Homes under Construction/Major Renovation

An adjustment can only be made on the billing for a one billing period. In the event the leak extends into a second billing period, the higher bill of the two can be adjusted.

The City shall be under no obligation to extend the discount or due date or the time for paying the bills because the customer disputes the amount of the bill.

All requests for billing adjustments must be received in writing or in person at the City Offices during regular business hours. A written form must be completed for each adjustment stating the necessary information about the leak and verifying the leak repair. Form letters are furnished by the City and available on the city website.

### **Policy on Sewer Stoppages**

**If a sewer stoppage or backup occurs, the customer should first call a licensed plumber.** To minimize the backup, it is also strongly recommended that the customer refrain from using any facilities or appliances that discharge to the sanitary sewer until a plumber has determined the cause of the stoppage.

If the stoppage is determined to be in the City sewer main, the plumber should report this to the City immediately. The City is responsible only for the portion of city-owned sanitary sewer system. Individual sewer lateral lines from point of connection to the municipal main are the responsibility of the property owner.

### **Payments of extraordinary Water/Sewer Bills**

The City may accept payment of extraordinary water and/or sewer bills in regular payments spread out over a period not to exceed 6 months. Such authority shall not be exercised for customers who have been habitually late in paying their bills and revoked for customers who did not make payments as agreed.

**APPLICATION FOR ADJUSTMENT**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Service Address: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Customer Account Number: \_\_\_\_\_

Date you first noticed your leak: \_\_\_\_\_ Date the leak was repaired: \_\_\_\_\_

What caused the usage? (Please indicate below)

\_\_\_\_\_

Have you ever received a previous bill adjustment?

NO  YES, approximate year \_\_\_\_\_

Have you attached a receipt/documentation for the leak repairs?  YES

NO\*\*

\*\* If "No", please complete the "No Repair Receipt/Documentation" form enclosed with this application. Note: Copies of receipts documenting the repair or a "No Repair Receipt/Documentation" form MUST be returned with your completed application, or the application will be returned to you. \*\*

Are you a tenant at this property?  NO  YES

Landlord's Name: \_\_\_\_\_

Landlord's mailing address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Please describe how your leak was identified or provide any additional facts you think might be helpful (or attach an extra page) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How much is your total water bill? \_\_\_\_\_

Pay at least the amount of your "average" bill at this time, and pay the current amount for any future bills until the adjustment has been processed including the administrative fee, if applicable.

By signing this request, I certify that I understand the terms and conditions of the City of Morrison Adjustment Policy.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Print Name

Please fill out this form if there was a repair that corrected the problem, but you do not have a receipt.

**No Repair Receipt/ Documentation Form**

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip Code \_\_\_\_\_

Customer Account Number: \_\_\_\_\_

Please explain the problem (attach additional pages if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Briefly describe repair \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If repair parts were used for this repair or a commercial establishment performed the repair why are receipts not available? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date