

CLEVELAND COUNTY WATER

POLICY FOR ADJUSTMENT OF CUSTOMER ACCOUNTS FOR ABNORMAL SITUATIONS INVOLVING LOSS OF METERED WATER

PURPOSE

The purpose of this policy is to provide a credit adjustment to the water account of a customer who has experienced an abnormal situation involving the loss of metered water. The excess water metered will have occurred as a result of a condition beyond normal and reasonable control of the customer or other parties responsible for the use, care, and maintenance of fixtures and devices that are a part of the customer's water service system.

CONDITIONS

It is the customer's responsibility to promptly discover and stop the loss of water. In addition, the customer is responsible for arrangements to repair or have repaired the fixture or device causing the water loss. Although there is no obligation for the District to adjust an account when the water has been metered properly, it is the District's desire to encourage customers to make prompt and permanent repairs and to show consideration for the unusual circumstance by sharing the cost of the excessive billing charges.

CUSTOMER RESPONSIBILITY

1. The Customer must provide information describing the abnormal situation or circumstances that resulted in the loss of water. This should include the cause of the water loss, when the problem was discovered, what action was taken to stop the loss of water, and the arrangements made for repairs.
2. Once a repair is completed, the customer must provide a copy of the plumber's bill or a statement of materials purchased if the customer performed the repair. This will support the condition that the repair is a quality job of a permanent nature.

ADJUSTMENT PROCEDURE

1. Upon receipt of the customer's statement describing the water loss and/or copies of invoices or receipts documenting repair, a Customer Service Representative will evaluate the circumstances surrounding the water loss.
2. The Customer Service Representative will calculate the adjustment under the following guidelines:

- a) All adjustments will be based on the corresponding months(s) from the year immediately preceding, where no abnormal water loss or meter malfunction was recorded showing the corresponding month(s).
 - b) If a corresponding month is not available from the preceding year, then a monthly average of the total months on the account leading up to the month with the abnormal usage will be used.
 - c) New or Vacant Locations: In situations where a location is a new service, or an owner/manager has had water turned on at a vacant location to make repairs or renovations for the next occupant and a leak arises, an adjustment may be made based on 5,000 gallons per month average normal consumption where there is no usage history for reference. Also, the leakage usage month(s) must be more than 5,000 gallons to qualify for an adjustment.
3. No adjustment shall be made for a period in excess of two (2) billing periods, and not more than one (1) such adjustment for any given thirty-six (36) month period per customer will be granted. In addition, no adjustments shall be made for accounts not in excess of 5,000 gallons in a billing period.
 4. No adjustments shall be made when the request for the adjustment is received more than ninety (90) days after the billing date of the bill to be adjusted in the case of an active customer, or thirty (30) days after the billing date of a final bill. Exceptions will only be made if there is proof provided for extraordinary mitigating circumstances, e.g., the customer was hospitalized or out of town during the period in question.
 5. For abnormal situations involving the loss of metered water that fall outside the guidelines outlined above, these adjustment requests will be reviewed on a case-by-case basis by the Customer Services Director. Such circumstances include, but are not limited to, more than one legitimate repairable leak within a 36-month for the same customer, large leaks that have gone undetected by the customer for more than the allowable 2-month adjustment period because of construction or landscape aspects of the property, or leaks reported beyond the 90-day period for active accounts or 30-day period for final accounts because of extenuating circumstances. These cases may require field verification by a Cleveland County Water employee.

IMPLEMENTATION

The General Manager, or their designee, shall be responsible for implementation and interpretation of this policy.

Adopted by the Cleveland County Water Board of Commissioners: January 8, 2019

RESOLUTION NUMBER 1-2019

**A RESOLUTION AUTHORIZING ADOPTING THE CLEVELAND COUNTY WATER
POLICY FOR ADJUSTMENT OF CUSTOMER ACCOUNTS FOR ABNORMAL
SITUATIONS INVOLVING LOSS OF METERED WATER**

WHEREAS, Cleveland County Water (CCW) is a local government authorized as a Sanitary District under the laws of the State of North Carolina and provides public water supply service to its customers and bills them monthly for previous water consumption; and,

WHEREAS, Cleveland County Water acknowledges that from time to time situations arise involving the loss of metered water by its customers and wishes to provide a consistent policy to allow for the adjustment of customer accounts due to no fault of the customer by establishing a "Policy for Adjustment of Customer Accounts for Abnormal Situations Involving Loss of Metered Water".

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF
CLEVELAND COUNTY WATER, LAWNSDALE, NC:**

Section 1. The Board of Commissioners hereby adopts the "Cleveland County Water Policy for Adjustment of Customer Accounts for Abnormal Situations Involving Loss of Metered Water" and dated January 8, 2019.

Section 2. All previous "leak adjustment" policies adopted by the Cleveland County Water Board of Commissioners are hereby deemed null and void.

Section 3. This resolution shall become effective upon its adoption and approval.

Adopted and Approved this 8th day of January, 2019.

Bill Cameron

Bill Cameron, Secretary
Cleveland County Water

Dewey C. Cook

Dewey C. Cook, Vice Chairman
Cleveland County Water

