Town of Rose Hill
Home of the World's Largest Frying Pan

RESOLUTION ADOPTING A UTILITY BILL ADJUSTMENT POLICY FOR THE TOWN OF ROSE HILL

WHEREAS, the Town of Rose Hill provides water and sewer utility services to its residents and customers; and

WHEREAS, unforeseen circumstances such as undetected leaks and qualifying swimming pool fills may result in unusually high utility bills that create financial hardship for customers; and

WHEREAS, the Town Board of Commissioners desires to establish a fair, consistent, and equitable policy governing requests for utility bill adjustments;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the Town of Rose Hill, North Carolina, that:

Section 1. Adoption of Policy
The Town hereby adopts the "Town of Rose Hill Utility Bill Adjustment Policy," attached hereto and incorporated by reference as if fully set forth herein.

Section 2. Administration
The Finance Officer or Town Administrator is authorized to administer the Policy and review adjustment requests in accordance with the provisions contained therein.

Section 3. Authority
Any utility bill adjustment shall be granted only in accordance with the provisions of the adopted Policy and subject to the limitations established therein.

Section 4. Effective Date
This Resolution and the Utility Bill Adjustment Policy shall become effective immediately upon adoption.

Section 5. Repealer
All previous policies, resolutions, or practices pertaining to utility bill adjustments that conflict with this Resolution are hereby repealed to the extent of such conflict.

Adopted this 10th day of November, 2026.

Darcy Buckner
Mayor

ATTEST: Debra Powell

TOWN OF ROSE HILL CORPORATE (SEAL) SEAL EST. 1875 N.C. DUPLIN COUNTY

103 SE Railroad Street, P.O. Box 8, Rose Hill, N.C. 28458
Telephone 910-289-3159 Fax 910-289-4461
www.townofrosehillnc.com

TOWN OF ROSE HILL
NORTH CAROLINA

UTILITY BILL ADJUSTMENT POLICY

Section 1. Purpose and Scope

This Policy establishes uniform, objective requirements for limited adjustments to sewer usage charges resulting from qualifying water leaks and the filling of qualifying swimming pools. The Town intends to treat similarly situated utility customers consistently, protect the financial integrity of its public enterprise systems, and prevent adjustments for discretionary, recreational, or avoidable water consumption.

Adjustments under this Policy apply solely to variable sewer usage charges. Customers remain responsible for all metered water charges, minimum or base water and sewer charges, and other lawful fees. Nothing in this Policy authorizes adjustment of charges imposed by another utility provider.

Section 2. Qualifying Water Leak Adjustments

A. Eligibility

A customer may request a sewer usage adjustment for an unintentional, documented plumbing leak only to the extent that the leaked water did not enter the Town's sanitary sewer collection system. The customer must:

1. Submit a written application within sixty (60) calendar days after issuance of the bill first reflecting the leak;
2. Provide reasonable evidence of the leak, its location, and the dates or approximate period affected;
3. Demonstrate that the leak has been repaired promptly, by contractor invoice, dated photographs, materials receipts, inspection, or other reliable documentation accepted by the Town; and
4. Provide any additional meter readings or documentation reasonably requested by the Town.

The Town may verify the repair and the discharge destination of the leaked water. A leak is not qualifying merely because consumption was unusually high.

B. Calculation

For each eligible billing cycle, the Town shall determine baseline usage from the average monthly metered water consumption during the six (6) complete billing cycles immediately preceding the first affected cycle, excluding any demonstrably abnormal cycle when reliable records permit. If six representative cycles are unavailable, the Finance Officer shall use a reasonable, documented baseline from available account history or comparable seasonal consumption.

The eligible sewer usage adjustment shall equal the variable sewer usage charge attributable to the positive difference between actual metered usage and baseline usage, limited to the volume

reasonably established as having escaped without entering the sanitary sewer. The customer remains responsible for baseline sewer usage charges, all water charges, and all applicable minimum or base charges. No cash refund shall exceed sewer usage charges actually billed for the affected cycle.

C. Duration and Frequency

Only one (1) qualifying leak event may be adjusted for an account or service address during any rolling twelve (12)-month period. A single event may cover no more than two (2) consecutive monthly billing cycles, upon proof that the same leak affected both. Multiple leaks or successive repair claims do not reset this limitation.

D. Exclusions

No adjustment shall be allowed for running or leaking toilets, flush valves, flappers, or other fixtures discharging into the sanitary sewer; water used through an open faucet, hose, sprinkler, irrigation or recreational device; intentional consumption; or usage resulting from misuse, failure to make reasonably prompt repairs after discovery, or failure to maintain private plumbing. The Town may deny an adjustment if evidence does not establish that the excess water bypassed the sewer system.

Section 3. Swimming Pool Filling Adjustments

A. Eligibility

One (1) sewer usage adjustment may be requested during any rolling twelve (12)-month period for the initial filling or complete refilling of a permanently installed swimming pool at the service address, provided that:

1. The customer gives the Town advance written notice before filling begins and arranges for an initial meter reading verified or accepted by the Town;
2. The customer promptly reports completion and obtains a final meter reading verified or accepted by the Town;
3. The customer submits documentation reasonably establishing the pool's gallon capacity and that the water did not enter the sanitary sewer; and
4. The written application and supporting records are submitted within sixty (60) calendar days after issuance of the bill reflecting the filling.

B. Calculation

The eligible volume shall not exceed the lesser of (i) the documented pool capacity or (ii) the incremental metered volume reasonably attributable to the approved filling, as determined from the verified beginning and ending readings after accounting for ordinary household usage where practicable. The adjustment applies only to variable sewer usage charges on that eligible volume. All water charges and minimum or base sewer charges remain payable.

C. Exclusions

No adjustment shall be granted for topping off or routine maintenance; evaporation replacement; backwashing; partial refilling; portable, temporary, inflatable, or children's pools; hot tubs; water slides; slip-and-slides; splash pads; fountains; lawn irrigation; hoses or sprinklers; or any other recreational, decorative, or nonessential water use. A complete refilling qualifies only when all other requirements are satisfied; no adjustment is guaranteed merely because a pool was emptied.

Section 4. General Exclusions and Administration

A. Nonqualifying Water Usage

Water usage from hoses left running, pressure washing, vehicle washing, irrigation, sprinklers, recreational equipment, and other voluntary uses is not eligible, whether the usage was intentional, inadvertent, or caused by a device being left on. Unusually high consumption alone does not establish eligibility.

B. Review and Written Decision

The Finance Officer, or the Town Administrator if designated in writing, shall review applications and issue a written approval or denial stating the basis and calculation of any adjustment. Utility billing personnel may receive applications and gather records but may not waive the requirements of this Policy. The Town may request reasonable additional documentation and retain application materials and decisions in accordance with applicable records-retention requirements.

C. Appeals

A customer may appeal a denial or calculation in writing to the Town Administrator within fifteen (15) calendar days after notice of the decision. If the Town Administrator made the initial decision, the appeal shall be reviewed by the Town Board of Commissioners instead. Otherwise, the Town Administrator shall issue a written appeal decision. The customer may seek final review by the Board by written request within fifteen (15) calendar days after the Administrator's appeal decision. The Board shall apply the standards of this Policy consistently; its decision constitutes the final Town administrative determination.

D. Payment and Limitations

An application or appeal does not automatically suspend the due date for undisputed charges or otherwise alter applicable collection procedures. The Town shall administer disputed amounts in accordance with its utility ordinances and applicable law. No Town officer or employee may grant an exception contrary to this Policy; changes to eligibility or adjustment limits require Board action. An adjustment is a billing credit, not a waiver of metered water consumption.

Section 5. Effective Date and Adoption

This Policy shall become effective upon adoption by the Town Board of Commissioners and shall apply prospectively to water consumption occurring on or after the effective date. Previously approved adjustments shall not be reopened solely because of this Policy. This Policy shall

remain in effect until amended or repealed by the Board, and shall be administered consistently with applicable Town utility ordinances, adopted rates, and North Carolina law.

Adopted this 10th day of November, 2026, by the Town Board of Commissioners of the Town of Rose Hill, North Carolina.

Davy Buckner
Mayor

ATTEST: Helen Pace

TOWN OF ROSE HILL CORPORATE (SEAL) SEAL EST. 1875 DUPLIN COUNTY, N.C.