

TOWN OF SWANSBORO

PUBLIC UTILITIES POLICY--NO. 1
ADJUSTMENT TO UTILITY BILL
(CLARIFICATION OF ORDINANCE)

Section 5-1-10, Customer Bill Complaints and Adjustments of the Town of Swansboro's Code of Ordinances, needs to be clarified for proper interpretation and understanding, so that all resident and business adjustment requests will be reviewed on a consistant basis.

Therefore, Section 5-1-10(b) will be administered as follows: If the consumer is not satisfied with the administrative handling and computation, they may appeal to the Board of Commissioners for further adjustment in accordance with the Code of Ordinances, Section 5-1-10.

Adjustments on concealed leaks are intended for hardship situations only. The term "hardship situation" is defined as the amount of water lost, because of a leak, in excess of 5,000 gallons over the average monthly usage. **EXAMPLE:**

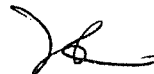
20,000 gal	Amount water used due to leak
- 7,000 gal	Average monthly usage
<u>13,000 gal</u>	Difference
- 5,000 gal	Excess
<u>8,000 gal</u>	Adjustment allowance-"hardship situation"

Such and adjustment shall be requested on a proper form (see Attachment A) and submitted to the Public Utilities Dept. The Public Utilities Supervisor shall determine the usage for the preceeding twelve (12) months. If a resident\business does not have a history of at least 12 months, the average monthly usage shall be determined from the amount of months for which a history exists. The amount of refund shall be calculated on the proper form and paid or credited to the account, at the claimers descretion, within 30 days. Only one adjustment per customer will be made within a twelve (12) month period.

Adjustment for sewer shall be 100% of the excessive usage at the rate of \$1.70/1000 gallons. If however the concealed water leak entered the Town's sewer system, adjustment of the excessive sewer usage shall be 1/2 for the usage at the rate for \$.85/1000 gallons.

Water shall be adjusted at the rate of \$1.54/1000 gallons. This is based upon the overall rate of \$2.79/1000 gallons, less the cost of water at \$1.25/1000 gallons. This is necessary in order that the Town recover at least the cost charged by Onslow County Water Department.

APPROVED BY THE TOWN ADMINISTRATOR THIS 7TH DAY OF Sept. 1990.



TOWN OF SWANSBORO

WATER AND SEWER DEPARTMENT
ADJUSTMENT TO UTILITY BILL

In accordance with Section 5-1-10, Code of ordinances for the town of Swansboro, a request for adjustment on a water or sewer bill must be done in writing. If the claim is filed after the bill has become delinquent, the claim shall not be effective in preventing discontinuance of service. The consumer shall pay such bill under protest. Customers are limited to one adjustment per year. In the space provided below please provide the following information:

Date_____

Name_____

Address_____

Address of property requiring adjustment_____

Owner_____ Renter_____

Description of leak_____

Did leaking water enter sewer system?_____

Name and address of North Carolina Licensed plumber doing repair work_____

Please attach a copy of the repair bill.

If adjustment is granted, it is calculated on the following information:

TOTAL GALLONS CONSUMED WITH LEAK _____

AVERAGE USAGE PER MONTH WITHOUT LEAK _____

(BASED ON 12 MONTHS) _____

DIFFERENCE _____

WATER CALCULATIONS

DIFFERENCE _____

LESS (-) 5000 GLS _____

SUBTOTAL _____

(X) 1.54 _____

TOTAL WATER _____

REFUND _____

SEWER CALCULATIONS

DIFFERENCE _____

(X) 1.70 OR .85 _____

TOTAL SEWER _____

REFUND _____

TOTAL REFUND _____