

Limestone County Water & Sewer Authority

DESCRIPTION: Adjustment Policy

Policy No.: 2006-05

Effective: January 24, 2006

Board Approved: January 23, 2006

Amended: February 23, 2023

PURPOSE

This policy aims to establish adjustment guidelines to help customers with excessive bills.

GENERAL

The following are the criteria that must be met for a customer to qualify for an adjustment to their bill. The customer is responsible for repairing leaks on any fixtures, pipe, etc., from the meter back toward the customer's dwelling or business. Adjustments must be requested within 30 days of the date of the water bill suspected of indicating a water leak or within 30 days of LCWSA notifying the customer of the suspected problem, whichever came first. Adjustments will be applied to the customer's account as a credit (no cash refunds). Customers must provide LCWSA with repair receipts, contractor invoices, and photo evidence to verify the repair.

LEAK ADJUSTMENT

The leak must be at least three times the past 12-month average; all usage above the 12-month average will be billed at a wholesale rate. Each customer is allowed one leak adjustment per rolling 12-month period. Adjustments may be made for no more than the two highest consecutive months of usage in the twelve months immediately preceding the repair of the leak.

Leaks not eligible for an Adjustment

- An irrigation leak (any leaks associated with irrigations systems is not eligible)
- Builders for new construction or significant renovation.
- After the detection of the leak, immediate steps were not taken to prevent further water loss.
- Water from the leak has entered the sanitary sewer system
- Filling of swimming pools
- Water left running to prevent freezing or faucets/ fixtures not turned off properly
- Premises left or abandoned or vacated without reasonable care for the plumbing system
- Multiple homes associated with a single meter