

**ADMINISTRATIVE POLICY NO. 19**  
**RELIEF FOR UTILITY BILLING FOR UNEXPECTED EXCESSIVE USAGE**

**OBJECTIVES**

To provide an application process for partial credit for water charges resulting from unexpected excessive usage; and, establish the procedure by which City Recorder, or designee, will process the applications for credit, based on the criteria to ensure that it is fair and consistent.

**CRITERIA AND PROCEDURES**

This policy applies to the uncontrolled loss of municipal treated water at any residence or business as a result of unexpected excessive usage. Relief will be considered for the quantity exceeding the average consumption.

1. The City Recorder, or designee, will deny relief if it is determined that the property was unoccupied for 5 or more days and the hand valve was not present, not operational, or not used to minimize loss.
2. Customer must request adjustment within 60 days of being billed by City.
3. Any metered water service customer may apply for partial relief of the cost of water lost as a result of unexpected excessive usage. However, one adjustment every five years per owner of property is allowed. The five year timeframe does not reset due to a change of name on an account without a sale.
4. If it is determined the high usage qualifies for an adjustment, the City Recorder, or designee, will grant relief of up to fifty percent (50%) of the charges above the applicant's average usage as determined by a review of the previous three (3) months' billings.
5. To qualify for such relief the situation shall meet the following criteria:
  - a. The excessive loss of water must not be caused by negligence of any party or individual.
  - b. The excessive cost of water must be greater than the average of the metered usage of the last three (3) billings.
  - c. Only the owner, customer, or agent of record may apply.
  - d. Relief will not be granted for any loss that occurs more than one time at the same part of the plumbing where relief was previously granted.

- e. The applicant must provide evidence that the leakage has been satisfactorily remedied and has been inspected by a City employee.
  - f. The applicant must apply by filing a request for relief with the City Recorder, or designee.
6. The City may forgive sewer charges when there has been an unexpected excessive usage of water and it is demonstrated that the lost water did not enter the sewer system.
7. Any decision or action of the City Recorder, or designee, made or taken pursuant to this policy may be appealed to the council by filing written notice of appeal with the recorder within thirty (30) days following such decision or action. Such notice of appeal shall set forth in reasonable detail the action or decision appealed from the appellant's grounds for reversal or modification thereof. No later than the next regular council meeting following receipt of such notice, the council shall set a time for hearing upon such appeal. The action of the council upon such appeal shall be final.