

TOWN OF CLARKSVILLE

SANITARY SEWER ADJUSTMENT POLICY

OVERVIEW

It is the Town's policy to provide the highest standard of service to our community in a customer friendly manner. The application of adjustments to customers' monthly billings provides assistance to those customers who may have experienced hidden plumbing problems. Utilizing an adjustment process supports the Town's efforts to provide high-quality, customer friendly service delivery to the public. For this reason, establishing guidelines should help preserve the benefits provided to our customers from billing adjustments.

As a property owner, you are responsible for maintaining the condition and integrity of your infrastructure. Visually checking for leaks, ensuring that your pipes are water tight, reviewing your bill monthly and knowing your average usage are some of the things you can do to help minimize the cost of your monthly bill and avoid expensive repairs.

Charges for wastewater treatment are assessed using water meters use readings. As these meters age, they tend to run slower, not faster, and usage may not be recorded accurately. In these instances, the consumer is undercharged, not overcharged.

- Adjustments may be processed by Wastewater Utility Billing Office staff per the following criterion:
 - A Water Leak Adjustment for which water did not discharge into the wastewater treatment system;
 - Water Company Errors that result in an incorrect readings;
 - Late charges improperly assessed due to errors, misapplied payments, adjustments etc. or proration of bills in which ownership of property is transferred or initial connection;

Refunds may be granted only for overpayments. Any credit balances that arise from adjustments may only be used to reduce a customer's account balance. Credit balances shall be used to apply against other accounts if the customer has more than one account.

WATER LEAK ADJUSTMENTS

Clarksville Wastewater will adjust a sewer bill resulting from a leak, which would not discharge into the sewer system.

1. Formal written application for a bill adjustment. This application form is available at the Clarksville Wastewater Utility Billing Office or by clicking [here](#).
2. Proof of leak and the repair through receipts from a licensed plumber or for parts. (This requirement may be waived if repairs are verifiable.)

If an adjustment is deemed appropriate, the sewer portion of the bill will be reduced to the customer's previous 12-month average.

Excess water usage is defined as a 200% increase in usage over the customer's 12 month average usage.

Adjustments for water leaks are limited to one (1) per customer per location annually unless extenuating circumstances exist such as the water leak continues over two (2) billing cycles. It is intended for this policy to apply to customers responding promptly to a "high" bill and that any plumbing problems are identified and repaired immediately.

WATER COMPANY ERRORS

Any errors in billing arising from erroneous information submitted by the water company serving the customer's account will be corrected upon notification. If there is no valid data to support a change, the customer's account will be charged based on the most recent twelve (12) month average billing. Notification of errors should be made with 90 days of the billing.

PENALTY ADJUSTMENTS

Adjustments will be made to remove any penalties as a result of incorrect or erroneous billing for any customer, if the account is otherwise current. Any misapplied payments will be corrected immediately, once notified, and the resulting penalties reversed which occur as a result of the misapplication of payments only. Any further requests for a reduction of penalties must be submitted in writing to the Clarksville Billing Office for approval.