



"City of Choice"

Accounting Manual:	Policies and Procedures
Topic:	Adjustment Policy for Water and Sewer Bills

Adjustment Policy for Water and Sewer Bills

The City of Cibolo Utilities Department may abate a portion of a utility bill for no more than two (2) consecutive billing periods for Water and/or Sewer service, under the following conditions:

CONDITIONS

- 1) Disputed, Unusually High Water Consumption:
 - a. Unusually high water consumption shall be defined as consumption which is greater than 200% of historical usage; and
 - b. The unusually high water consumption must be disputed with the Utility Billing Department within sixty (60) days of the billing date and cannot be the result of severe weather, a known leak, theft, filling of a swimming pool, water used during construction, water used for new landscaping, excessive usage during seasonal or holiday months, or from any activity in which the high consumption may have been a result of customer inattention.
 - c. A onetime courtesy adjustment may be offered, if a "datalog" of the water meter transponder cannot be processed to accurately determine when the water was used and that the usage is out of the ordinary consumption for the customer. Any adjustments will be made following evidence of water consumption returning to normal levels in the next billing period.
- 2) Leak:
 - a. There must be satisfactory evidence (repair bill, statement from plumber/ receipt for materials or supplies, and photographs showing the leak or the repair being made to the leak) that a leak was found and repaired. In all cases the leak must be repaired to the satisfaction of the City of Cibolo Utilities Billing Department, as evidenced by a decrease in consumption in the following billing period.
 - b. The customer must request in writing that the Utility Billing Department consider adjusting the charges and include the above information in the request within sixty (60) days of discovering the leak. Failure to make a timely request for an adjustment shall be a waiver of the customer's right to seek adjustment.



ADJUSTMENTS

After reviewing all the evidence and facts in the case, City of Cibolo Utilities Billing Department may abate a portion of the charges. Any adjustment will require the approval of the Director of Finance or their designee.

- 1) The customer will be required to pay an amount equal to the most recent undisputed billed amount by the due date pending the adjustment calculations, and
- 2) Adjustment calculations will consider customer average consumption for the same time period for the prior two (2) years (or past three (3) months if that data doesn't exist). Consumption in excess of the average will be billed at 50% of the rate in the tier of the customer's average consumption in the applicable rate schedule.
- 3) The customer will only receive one adjustment in any six (6) month period. Maximum period of adjustment is two (2) consecutive months only if both months are found to be significantly higher than average.
- 4) The customer must request an adjustment within sixty (60) days of disputed bill due date.
- 5) For GVSUD Customers - Sewer averaging charge increases can be disputed up to sixty (60) days after the new sewer average rate has been established.
- 6) Evidence of reduced consumption in the following billing period is required before the adjustments will be processed.
- 7) Adjustments to utility bills that are less than \$25.00 will not be processed.
- 8) Customer may request a payment plan for remaining balances after adjustments have been processed.