

CITY OF JEFFERSONVILLE

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WASTEWATER BILLING ADJUSTMENT

EFFECTIVE 01/01/2012

REVISED 1/2/2014

The purpose of this policy is to establish uniform City procedures regarding adjustments to customers' monthly billing for sewer usage; to establish guidelines for application of adjustments to customers' monthly bills; to ensure that the use of billing adjustments is correctly authorized and applied; and to disconnect water service for non-payment of sewer bills.

SEWER BILLINGS

2011-OR-73 provides for the sewer charges to be sent to the owner of the property charges shall be billed to the owner of each property served. Sewer charges may be billed to the tenant or tenants occupying the properties served, only when requested in writing by the owner, but such billing shall in no way relieve the owner from the liability in the event payment is not made as herein required. The owner of properties served, which are occupied by a tenant or tenants, shall have the right to examine the collection records of the City for the purpose of determining whether bills have been paid by such tenant or tenants, provided that such examination shall be made at the office at which said records are kept and during the hours that such office is open for business.

SEWER BILL ADJUSTMENTS

It is the City'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 or to those customers who own and fill a swimming pool. Utilizing an adjustment process supports the City'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:

- Water Leak Adjustment which would not discharge into the wastewater treatment system;
- Water Company Errors which would 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;

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- Lawn/Landscape watering which is documented with a separate meter in which a Water Meter Registration is completed; and
- Swimming Pools which are filled with a separate meter in which a Water Meter Registration is completed or a Pool Adjustment Request Form is completed.

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

Water Leak Adjustments

Jeffersonville 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 Jeffersonville Wastewater Utility Billing Office or by clicking [here](#). (Create a link)
2. Proof of leak and the repair through receipts from a plumber or for parts. (This requirement may be waived if repairs are verifiable.)
3. Jeffersonville Wastewater employee(s) sent on location to confirm the location of the leak and verify that the water would not have gone through the sewer system and that the repairs were made and complete.

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 charge, the customer's account will be charged based on the most recent twelve (12) month average billing. Notification of errors should be made with 60 days of the billing.

Penalty Adjustments and Prorated Billing

Adjustments will be made to remove any penalties as a result of incorrect or erroneous billing for any customer which is current with their account. 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 reduction of penalties must be submitted in writing to the Jeffersonville Sewer Board for approval.

If an account is transferred or established during a single billing period, the amount will be prorated based on usage or a proration of the minimum bill.

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Lawn/Landscaping Watering Adjustments

Metered Irrigation Systems

Exterior irrigation systems and other closed water systems which are documented as not entering the wastewater treatment system may be credited to the customer account provided the customer obtains and installs a separate water meter for documentation of usage.

The customer must register with the Jeffersonville Wastewater Billing Office their meter(s) prior to installation by bringing the meter into the office and completing the attached agreement. Customers will be required to sign an affidavit which states the meters will be used for the purpose stated and consent to a wastewater employee inspecting to verify the system is functioning correctly and no water is returning through wastewater treatment.

The documentation of meter readings must be done no less frequently than once each year. If a customer has a separate water meter installed by their water company specifically for exterior irrigation only, that meter number must be supplied to the Utility Billing Office so wastewater usage and drainage are not billed to a customer on this meter.

Swimming Pools

All pools must comply with the Drainage Ordinance 2004-OR-53 which requires discharge into the storm water system or the ground. The chemicals used to maintain proper pH, alkalinity, and disinfection in swimming pools are not to be discharged to the surface waters or into storm water drains.

In specific cases where the customer can demonstrate that there is no discharge of swimming pool water to the sanitary sewer system and the water is properly treated to neutralize all chemicals prior to discharge, the customer may request a credit of sewer charges once per year by calculating the quantity of water required to fill the pool. Customers requesting a credit for water to fill the pool will be required to complete the Pool Adjustment form with signed affidavit and consent for on-site inspection. Customers will be documenting their pool size, the fact the water discharged is not entering the wastewater treatment system and they are properly pre-treating the water prior to discharge.

The City of Jeffersonville will **NOT** make adjustments for the following:

- Routine dripping faucets, unattended systems left running, running commodes/toilets or any other faulty customer plumbing;
- Premises left or abandoned or vacated without reasonable care for the plumbing system;
- More than one occurrence per any 12 month period;
- Bills claimed to be lost or not received;
- Homes under construction or major renovation. If water is used during construction, the contractor should document that the water used does not discharge into the sewer system via a separate meter;
- Failure to provide proof of repair; or
- Requests for adjustments more than 60 days after the billing date.

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PROPERTY OWNER REQUEST FOR DIRECT SEWER BILLING TO TENANT(S)

The undersigned hereby acknowledges that he/she is the property owner of the following address: _____ . He/she hereby requests, pursuant to 2011-OR-73, the City of Jeffersonville Sewer Billing Office to bill the tenant or tenants occupying said property. He/she further acknowledges that such billing of the tenant or tenants shall in no way relieve the owner from liability in the event payment is not made as required. Such billing shall continue until he/she makes a written request to discontinue the same. He/she, as the property owner, shall have the right to examine the collection records of the Sewer Billing Office for the purposes of determining whether the bills have been paid by such tenant or tenants. The property owner also affirms that the lease/rental Agreement between the property owner and the tenant requires that the tenant is required to pay for any and all sewer service as part of the Lease/Rental Agreement.

Date: _____

Signature of Property Owner

Printed Name

Mailing Address

Daytime Telephone

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REQUEST FOR BILLING ADJUSTMENT CREDIT

Name: _____ Date: _____

Service Address: _____

Customer Account Number: _____ Daytime Phone: _____

REASON FOR REQUESTING BILLING ADJUSTMENT:

- Clerical Billing Error
- Suspected Meter Malfunction
- Water Leak
- Swimming Pool
- Other _____

Have you ever received a previous billing adjustment? NO YES, approximate year _____

For Leaks, please complete a Leak Adjustment Form or the No Repair Receipt/Documentation Form

Are you a tenant at this property? YES NO

Landlord's Name _____

Landlord's mailing address _____

City/State/Zip _____

We suggest you pay at least the amount of your average bill at this time, and pay the current amount for any future bills until the adjustment has been processed. The balance due after your Leak Adjustment will typically be higher than your usual bill amount.

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APPLICATION FOR LEAK ADJUSTMENT CREDIT

Name: _____ Date: _____

Service Address: _____

Customer Account Number: _____ Daytime Phone: _____

Date you first noticed your leak: _____ Date leak was repaired: _____

Where was the leak located?

Inside the House Between the house and the water meter In the irrigation system

Have you ever received a previous leak adjustment? NO YES, approximate year _____

Have you attached a receipt/documentation for the leak repairs? YES NO

If No please complete the No Repair Receipt/Documentation form enclosed with this application. Note, copies of receipts documenting the repair or a "No Repair Receipt/Documentation Form" MUST be returned with your completed application, or the application will be returned to you.

Are you a tenant at this property? YES NO

Landlord's Name _____

Landlord's mailing address _____

City/State/Zip _____

Please describe how your leak was identified or provide any additional facts you think might be helpful (or attach an extra page)

How much is your total bill? _____

We suggest you pay at least the amount of your average bill at this time, and pay the current amount for any future bills until the adjustment has been processed. The balance due after your Leak Adjustment will typically be higher than your usual bill amount.

By signing this request, I certify that I understand the terms and conditions of the City of Jeffersonville Leak Adjustment Policy.

Customer Signature

Printed Name

Note: If you haven't received a water bill through the date your leak was repaired, we will process your claim after your next bill. It takes an average of 30 days to process customer Leak Adjustment Claims. Your patience during this process will be appreciated. Any penalties associated with the leak during this process will be waived. If you pay by automatic bank draft and cannot pay the full amount immediately, you may call the Sewer Billing Office at (812) 285-6418 to request a temporary removal from the auto pay list. Please call two weeks prior to the due date.

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NO REPAIR RECEIPT/DOCUMENTATION FORM

Name:

Service Address:

City/State/Zip Code

Customer Account Number:

Please explain where your water line broke (attach additional pages if necessary)

Briefly describe repair:

If repair parts were used for this repair or a commercial establishment performed the repair why are receipts not available?

Customer Signature

Date

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POOL ADJUSTMENT REQUEST FORM

1. If pool has a Drain: Is it directly connected to Jeffersonville's Sewer System: No Yes

If you answered NO to question#1, please tell us where the discharge drains.

2. About requesting a pool credit: All information fields on form must be completed in order to determine eligibility and amount of your courtesy credit. If you send incorrect, illegible, or incomplete information, form cannot be processed.

Once the pool fill is done: Complete and submit your form. When Jeffersonville Wastewater receives your meter readings again, we will then process your request. Credits are calculated & posted to your account only after the billing cycle is complete for the month in which your pool was filled. Credits are based on consumption and cannot be processed in advance. A Pool Adjustment is limited to ONE per year.

3. If you answered YES to question #1, the drain must be disconnected and rerouted to a storm sewer prior to reapplication for credit.

ACCOUNT NUMBER: _____

NAME: _____

SERVICE ADDRESS: _____

Daytime Phone _____

Dimensions Feet: Round Pools: Diameter _____ ft ; Depth: _____ ft

Rectangular Pools: Length x Width x Depth: _____ ft.

Volume of Pool in GALLONS _____

Date you Started Filling Pool _____

Date you Finished Filling Pool _____

I affirm the above information to be factual and will follow all local, state and federal laws required in the proper treatment and discharge of any water from the pool. In addition, I consent to an annual on-site inspection of my pool by a Jeffersonville Wastewater Department employee.

Customer Signature

Date

Inspected By:

Name

Date

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JEFFERSONVILLE WASTEWATER WATER METER REGISTRATION

Name: _____ Date: _____

Service Address: _____

Customer Account Number: _____ Daytime Phone: _____

Water Meter Number _____

Meter Model _____ Gallons Cubic Feet

Beginning Meter Reading _____

I affirm the meter registered with this form will be used to register water usage for exterior irrigation, landscaping and other watering systems which will not return any water through the City of Jeffersonville Wastewater treatment system. I consent to a Jeffersonville Wastewater Department employee entering my property, at a reasonable time, for inspection of such systems.

Customer Signature

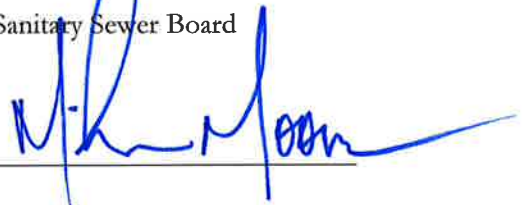
Date

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Adopted and Passed by *Sanitary Sewer Board of The City of Jeffersonville*, Indiana, this 2nd day of January, of 2014.

City of Jeffersonville

Sanitary Sewer Board



Mike Moore, President

Attest:



Barbara Hollis, Secretary