

**Roanoke Rapids Sanitary District
POLICY FOR EXCESSIVE WATER BILL**

Purpose of Excessive Water Bill Policy

The purpose of this policy is to provide a credit adjustment to the account of a customer who has experienced an emergency situation involving excessive metered water. The excess water metered will have occurred as a result of conditions beyond normal and reasonable control of the customer or other parties responsible for the use, care and maintenance of lines, fixtures and devices that are a part of the customer's water service system.

Notification

Notification can be made in two ways;

1. When the meter reader finds that an excessive amount of water has gone through the meter at which time he will leave a notice on the door that states there has been an excessive amount of water used or
2. When the customer or some other knowledgeable person calls the office to report that there is a leak or water running from a residence or business.

If necessary the meter reader will cut the meter off to stop the leak until the customer requests it be turned back on.

Conditions

It is the customer's responsibility to promptly discover and stop the loss of water. In addition, the customer is responsible for making arrangements to repair or have repaired the line, fixture or device causing the water loss. This policy also applies to customers in areas where sewer is available and elected not to connect to the sewer system. Although there is no obligation for the Roanoke Rapids Sanitary District to adjust accounts when the water has been metered properly, it is the District's desire to show consideration for the unusual circumstance by sharing the cost of the excessive billing charges. This can be done in certain circumstances when a plumber's bill or a statement of materials purchased (if the customer made the repair him/herself) is presented to the Billing Clerk along with a statement telling where the non-fixture leak was located and when it was permanently fixed or repaired. Only non-fixture leaks that have not returned to the sewer system can be adjusted.

Adjustment Procedure

1. Upon receipt of the customer's statement describing the water loss and providing copies of invoices or receipts documenting repair, a billing clerk will evaluate the circumstances surrounding the water loss.
2. Using the following guidelines, the billing clerk will calculate the adjustment.

The adjustment shall be made on the sewer amount only. The adjustment shall be based on excess water metered above the average bill for the previous year. (New customers that do not have a full year will be averaged at 2,000 gallons per person in the household.) The following conditions or similar situations where the water has not returned to the sewer system shall be adjusted:

- Burst pipes or an underground leak,
- Frozen and burst pipes,
- Outdoor spigot leaks
- Faulty water heaters or pressure reducing valves
- Swimming Pools filled one time per year, and

Conditions that will not receive an adjustment are:

- Leaking or hanging toilets, and
 - Leaking faucets
 - Negligence on the customers part in maintaining and/or repairing pipes or other water using devices i.e. water hose left on and pressure burst hose, pipes that have been ruptured while doing yard work where lines were not properly marked etc.
 - When the customer makes no reasonable effort to repair leak
 - Outside watering of lawns or gardens without a separate sprinkler tap/irrigation system
1. No adjustment shall be made for a period in excess of two (2) billing periods, and not more than one (1) adjustment for an excessive water bill per (1) year per account.
 2. In accordance with Customer Service procedures, a copy of the adjustment papers will remain in the Customer Adjustment file for a period of 24 months.

Implementation

The CEO, or his or her designee, shall be responsible for implementation and interpretation of this policy and is authorized to exercise on behalf of The Roanoke Rapids Sanitary District the discretionary determination as to the applicability of this policy in the various circumstances involving abnormal water usage or loss.

Roanoke Rapids Sanitary District POLICY FOR INSUFFICIENT WATER USAGE

Purpose of Insufficient Water Usage Policy

The purpose of this policy is to regain loss of funds and replace or repair the meter when it is established that a water meter has stopped registering the water usage.

Definition of Insufficient Water Usage

A water bill covering a period of service during which time it was verified that there was a malfunction of the meter or an inaccurate reading.

Conditions

When the meter reader or the billing clerk finds as a fact that the meter reading or the bill is insufficient as defined herein and the cause to be:

1. A malfunction of the water meter; or
2. When meter readings, past or present cannot be determined to be accurate.

In such cases, the District shall bill by the average consumption of the customer over the twelve-month period immediately preceding the insufficient bill. (If the customer has been on the service less than twelve months, use only those months available.) New customers use 2,000 gallons per occupant per month.

Roanoke Rapids Sanitary District
Request for Meter Test Policy

Meter Accuracy

The customer may make a written request for a meter to be tested for the purpose of verifying the meter register accuracy for measuring volume of water passing through the meter no more frequently than once every twelve (12) months. The District will test the accuracy of a meter within seven (7) business days of receiving the request. The meter will be tested in the condition as found prior to any alteration or adjustment. The District will use current AWWA meter test procedures and standards for determining meter accuracy. The customer may witness the meter test when reasonable.

Meter Test Results

If the meter test results reveal that the meter is registering more water than the actual quantities passing through the meter, and the amount exceeds the allowable AWWA standard accuracy according to its meter type, then the previous reading of any meter disclosed by test to be inaccurate shall be corrected for the three (3) months previous to such test in accordance with the percentage of inaccuracy found by such tests. The District will credit the account in the amount overcharged for water and sewer before the error was identified.

If the meter test results reveal that the meter is not registering more water than the actual quantities passing through the meter, and does not exceed the allowable AWWA standard of accuracy for its meter type, the customer will be assessed a meter test fee.

The District will provide a report showing the results of the meter test to the customer within 15 calendar days after the completion of the test.