

RESOLUTION NO. 19 for 2017

A RESOLUTION ADOPTING LEAK ADJUSTMENT POLICY FOR WATER AND WASTEWATER UTILITY ACCOUNTS

WHEREAS, the Sweet Home City Council has provided that "Rules" can be adopted as Resolutions to carry out provisions of Water and Wastewater (Sewer) Ordinances in accordance with Ordinance No. 1174 and 1175; and

WHEREAS, Sweet Home Municipal Code (SHMC) 13.04.030 Billing, Payment Delinquencies and Penalties states "Adjustment of utility bills when water pipes break on the customer's side of the water meter maybe adjusted upon customer request..."; and

WHEREAS, City desires to establish a formal policy regarding water and/or wastewater account deposits.

NOW, THEREFORE, BE IT RESOLVED BY THE SWEET HOME CITY COUNCIL that effective upon passage of this Resolution, the following shall be in effect:

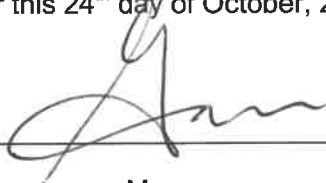
The following policy is in regards to adjusting utility accounts when account holder experiences an "excess in water usage" due to water supply break, failure, and/or leak on the customer (private) side of the water meter beyond their control

- A utility bill MAY be adjusted, AFTER proof (i.e plumbers invoice, parts receipts, plumbing permit, etc.) has been provided to the City that the supply line has been repaired or corrected, according to the following:
 - The charge for water billing will be based upon the average consumption for the billing periods of the previous 12 months beginning with the month just prior to when the problem occurred, PLUS ½ of the water consumption measured in excess of the above referenced average for the billing period the problem occurred.
 - If the charge for sewer billing is based upon the volume of water metered, any/all adjustments will be based upon the 12 month average consumption described above unless billing was not affect by this "excess water usage" i.e. during Winter Averaging.
 - Customer must request a leak adjustment within six (6) months of the occurrence. Requests for adjustments beyond six (6) months will not be considered.
 - If approved, the adjustment to the bill will be for no more than the last two billing periods.
 - No leak adjustment is allowed for a leaking toilet or for negligent failure to repair a leak.

- One adjustment per utility account will be allowed per calendar year (rolling 12 month year from last occurrence)

This resolution supersedes any/all prior resolutions adopting a leak adjustment policy for water and wastewater utility accounts including Resolution No. 10 for 2006.

PASSED by the City Council and approved by the Mayor this 24th day of October, 2017.



Mayor

ATTEST:



City Manager – Ex Officio City Recorder