

WATER BILL ADJUSTMENT POLICY

This policy is designed to correct problems that may exist when there are extraordinary water charges because of unforeseen circumstances. IE: leak during extended periods of time when meters are not read, possible meter malfunction, or some other unexplainable event.

After an audit by the staff, including a test or replacement of the meter, relief may be granted by the City Water Superintendent in accordance with the guidelines as stated below. It shall be the burden of the petitioner to prove that a malfunction or other unexplainable circumstance has occurred. The City Water Superintendent may only grant an adjustment once every five years. Petitioners may appeal the Water Superintendent's decision to the City Council.

*Initial Water Bill is \$10.00 (base rate) or less No Adjustment
Initial Water Bill is greater than \$10.00 (base rate) $B = k(b-nu)+nu$*

Where: B = Adjusted Water Bill
 k = Adjustment Factor
 b = Initial Water Bill
 n = Number of Months
 u = Average Bill During last 12 months

Adjustment Factor = 0.25

(Policy 6/20/00 and Res.2000-N, 8/22/00(base rate change))

- 13.12.110 Special Rates.** The governing body may from time to time fix by agreement or resolution special rates and conditions for users using exceptionally large amounts of water service or making use of the water system under exceptional circumstances, upon such terms and conditions as they may deem proper. (Ord 89-3, 5/1/89)
- 13.12.120 Board of Equalization, Rates, and Rebates.** The governing body is hereby constituted a board of equalization of water rates to hear complaints and make corrections of any assessments deemed to be illegal, unequal, or unjust. They may, if they see fit, rebate all or any part of the water bill of any indigent person. (Ord 89-3, 5/1/89)
- 13.12.130 Use Without Payment Prohibited.** It shall be unlawful for any person by himself, family, servants, or agents to utilize the municipal water or sewer system without paying therefor, as herein provided, or without authority, to open any fire hydrant, stopcock, valve, or other fixtures attached to the system of water supply unless it is done pursuant to proper application, agreement or resolution. It shall be unlawful to injure, deface, or impair any part or appurtenance of the water or sewer system, or to cast anything into any reservoir or tank belonging to the water system. (Ord 89-3, 5/1/89)
- 13.12.140 Delinquency-Discontinuance of Service.**
A. The city's culinary water collection system, sanitary system, storm sewer system, and solid waste collection system are interrelated services that are, and of right ought to be, part of a unified city plan to provide for the health, safety and welfare of the city and its residents in an environmentally responsible manner.