

<b>Division of Water – Policies and Procedures Manual</b>	
<b>Standard Policies and Procedures</b>	
<b>Policy Number – AUB-01-05</b>	<b>Revision Number: 5</b>
<b>Subject</b> <b>Water Adjustment Policy</b>	<b>Effective Date: 7/1/13</b>
	<b>Superintendent Approval:</b>
	<b>General Manager Approval:</b>

## 1.0 PURPOSE AND SCOPE

The purpose of this policy is to outline the water adjustment policy for the Athens Utilities Board (AUB). This policy applies to all water accounts serviced by the Athens Utilities Board.

## 2.0 REFERENCES

None

## 3.0 GENERAL

Residential and industrial customers who purchase water from AUB may request a water service adjustment in accordance with *Section 6.0* of this policy. AUB may at its option make adjustments in water bills where excessive billing is directly traceable to hidden leaks, with the adjustment being made on the basis of AUB absorbing, or writing off, (in dollars and cents, not gallons) no more than one-half (1/2) of the overage directly traceable to such hidden leaks which the customer could not reasonably have been expected to find until a bill for excessive consumption indicated the presence of such leaks. Leaks in interior plumbing, leaking or dripping faucets, leaking or dripping yard hydrants, leaks in commodes, or other loss through the failure of the customer to provide a cut-off water loss due to frozen pipes and water used to keep pipes from freezing are specifically cited as examples of leaks which will not be termed as “hidden leaks” for the purpose of this policy.

## 4.0 DEFINITIONS

**AUB** – means the Athens Utilities Board and its duly authorized employees, agents, and representatives

**Board** – means the Chairman and all Commissioners but does not include any employees

**Local Control Authority** – Superintendent of Water and Wastewater or duly authorized representative

**Main** – designated as the water lines of AUB of all sizes, with service connections excluded, laid in or on the public streets or highways or on right-of-ways whether covered by easement or permission acquired by AUB for the installation of AUB’s water lines on private property

**Service Connection** – Shall mean the tap of the main and that portion of the line extending from the tap of the main to and including the meter and meter installation in those installations where the meter is set at or near the property line on the street, highway, or right-of-way on which the main is located.

For meters located elsewhere on private property the service connection is considered to extend from only the tap of the main to the property line, plus the meter and meter installation.

## 5.0 POLICY/PROCEDURES

No adjustment in billing shall be made where premises are vacated without a notice to discontinue service having been given to AUB.

Customers are advised to use Schedule 40 PVC, Schedule 80 PVC, Copper, or Polyethylene pipe when installing a new water line. AUB cannot force the customer to use the suggested piping materials, but AUB will only give a hidden leak adjustment once if materials other than those specified above are used for a customer's service line..

No more than two adjustments shall be given for hidden leaks, in any 12 consecutive months. These adjustments are given in order for the customer to be aware that their service line is in need of replacement. This is the reasoning for AUB not giving adjustments beyond the 1 for black roll plastic and 2 for other service line types.

There will be no water adjustments because of cold temperatures. An example of a prohibited claim would be leaving water dripping to keep pipes from freezing, or frozen or burst pipes, etc.

Average adjustments shall be given for water consumption when the problem is muddy water, meter malfunctioning, meter setting, etc.

A customer cut-off must be installed at each service. AUB's meters setters are not designed or intended to completely cut-off water service for the customer, they are intended for AUB's use to minimize flow through a meter.

A customer may use the valve in AUB's meter box to minimize or cut water off, however if the valve is broken, the customer will be responsible for all charges associated with its repair.

AUB will make water consumption adjustments for the following scenarios as illustrated in

***Figure 1:***

- #1 - Leak on the customer side of meter in an AUB box (average bill adjustment)
- #2 - Leak on the customer service line (hidden leak adjustment, when leak is repaired and certified by AUB personnel)

AUB will not make water consumption adjustment for the following scenarios as illustrated in

***Figure 1:***

- #3 - Leak on AUB main (will not register on customer meter)
- #4 - Leak on AUB service connection (will not register on customer meter)
- #5 - Leak on meter connection, AUB side of meter (will not register on customer meter)
- #6 - Leak in customer house piping and fixtures
- #1 - Leak at AUB meter at bottom or top (will not register on customer meter)

**Figure 1. AUB Water Adjustment Customer Locations**

