

Division of Wastewater – Policies and Procedures Manual	
Standard Policies and Procedures	
Policy Number – AUB-02-04	Revision Number: 6
Subject Wastewater Adjustment Policy	Effective Date: 07-01-2022
	Superintendent Approval:
	General Manager Approval:

1.0 PURPOSE AND SCOPE

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

2.0 REFERENCES

AUB Wastewater Division Policy AUB-02-03, Wastewater Use Rates

3.0 GENERAL

The local control authority or their designee may make adjustments in wastewater bills where excessive billing is directly traceable to hidden water leaks. The adjustment will be based on a six-month average bill (or length of service if less than six months). AUB will absorb the overage relative to hidden water leaks. Adjustments will apply to leaks the customer could not reasonably have been expected to find until billed. Adjustments will be limited to two billing cycles. Water leaks in interior plumbing, leaking or dripping faucets, leaking or dripping yard hydrants, leaks in commodes, or other water loss due to frozen pipes and water used to keep pipes from freezing are specifically cited as examples of leaks which are not “hidden leaks” for the purpose of this policy.

If the local control authority can document that leaks in permanent plumbing, not considered “hidden leaks” by this policy, occurred outside of AUB’s sewer system, an adjustment may be made for up to two cycles of sewer billing on a case-by-case basis. This will not apply to leaks in commodes, dripping faucets or yard hydrants, or leaking hoses.

4.0 DEFINITIONS

AUB – the Athens Utilities Board, and its duly authorized employees, agents, and representatives
Board – the Chairman and all Commissioners but does not include any employees

Local Control Authority – Superintendent of Water and Wastewater or duly authorized representative
Customer – any person discharging waste to AUB’s Wastewater Collection System and wastewater treatment facilities

WWTP – Wastewater Treatment Plant, facilities owned and operated by AUB

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.

One (1) adjustment per year for a swimming pool will be allowed. When a new pool is installed, AUB will send a representative from the wastewater collection system to verify that no drains are connected to the wastewater system. Swimming pool adjustments are approved by the local control authority and are made at the customer’s request.

AUB does not process wastewater adjustments for the following:

- Leaking commodes
- Watering yards
- Gardens
- Fountains
- Waterbeds
- Hot tubs
- Water gardens
- Washing houses, cars, etc.
- Faucets left on either by the customer or vandals.

No more than two adjustments for hidden leaks will be given in any 12 consecutive months.