



## **WATER CREDIT/DISCOUNT POLICY**

Effective Date: June 16, 2010    Addendum Date: September 21, 2010

This is an update to our policy concerning the issuance of credit toward water bills. It is our understanding that water leaks occur with little or no warning and these may cause financial difficulty. However, the City of Hapeville must purchase our water from the City of Atlanta as well as maintain our own infrastructure. This is accomplished with monies from our water billing. Our new policy will be as follows;

- Any account holder wishing to receive credit to their water bill must provide proof (receipts, etc.) that the problem has been resolved.
- The formula will be one-half of the difference between the inflated bills versus an average bill of three months time deducted from the sewer portion of the bill. This cannot lower the sewer portion below its average amount. Account holders with less than three months of service will receive credit at the discretion of the Director of Community Service. The actual monetary amount of the credit will be based on the current sewer rate, not the water rate.
- The above formula assumes that the lost water is not entering our sewer system. The City pays Atlanta for sewer service as well as maintains our own infrastructure.
- The City will give credit for leaking pipes, but not for toilets. As stated above, we pay for sewer services. Leaking pipes generally don't enter the sewer system, but toilets most often do.
- The Water Department handles gasket and meter leaks and attempt to do so in a timely manner. If credit is due in such a situation, City Hall will be contacted by the Water Department at the earliest opportunity. We will then give 100% credit in these situations based on the difference between the inflated bill and the average bill. This will be deducted from both water and sewer portions of the bill.
- An account holder will only be allowed two credits for the life of the account. Any other requests must be reviewed by the Director of Community Services.