

**CITY OF BRENTWOOD, TENNESSEE
WATER SERVICES DEPARTMENT**

BILLING ADJUSTMENT POLICY

It is accepted industry practice and the policy of the City of Brentwood that customers are responsible for maintaining that portion of the structure's plumbing owned by the customer, which begins at and includes the connection point on the customer's side of the water meter. The City will provide assistance in determining if a leak is present, if requested by the customer, and make a reasonable attempt to provide notification of a potential leak as allowed by available methods and technologies. Failure to notify the customer shall not relieve the customer of its obligation to promptly make needed repairs and make payment in accordance with the Billing Adjustment Policy.

Upon adoption by the Board of Commissioners, this Billing Adjustment Policy shall be retroactively applied to all adjustment requests processed for bills issued since July 1st, 2017 and apply to all adjustment requests thereafter.

WATER SERVICE BILLING ADJUSTMENTS

1. All water that passes through the customer's water meter shall be purchased by the customer at such rates as approved by the Board of Commissioners.
2. Normal water usage shall be defined as a customer's three-month average water usage for the same time period the previous calendar year, or for the most recent three month period if there is insufficient customer usage data for the prior twelve month period. Excessive water usage shall be defined as metered water usage that exceeds normal water usage by 50 percent or more .
3. Where excessive water usage is caused by a leak in the customer's water lines or plumbing fixtures inside the structure, the customer may request an adjustment. The metered water usage volume that exceeds normal water usage will be billed at 50 percent of the lowest volume-based rate tier, provided that the maximum bill for a billing period impacted by a verified leak shall not exceed two times the customer's normal water usage billing amount, including surcharges and applicable taxes.
4. Requests for the adjustment shall be made in writing on the City's leak adjustment request form and supported by a notarized plumber's affidavit. No adjustment will be allowed until proof is provided that the leak has been repaired. If the City is able to identify that a customer has a water usage pattern that may create excessive water usage, the City shall make a reasonable attempt to notify the customer. Upon notification by the City and if a leak is present, the customer must have the leak repaired within ten (10) business days in order to qualify for a leak adjustment per this Billing Adjustment Policy.
5. Adjustments for customer water line and plumbing fixture leaks will be limited to one month's bill per incident and one time per twelve month period. An adjustment for a second consecutive month's billing period shall be allowed if the duration of the leak spanned two billing cycles and the customer repaired the leak in a timely manner as provided above, if notified of the leak by the City. No water billing adjustments will be allowed for faucets, hoses, or other outlets left running, including unattended irrigation system usage, filling swimming pools or non-metered swimming pool

evaporation, or for other incidents of excessive usage intentionally or negligently caused or permitted by a customer.

6. Where it can be proven that excessive water usage was a result of a malfunction of City infrastructure, including water meters and meter reading infrastructure, or the unreasonable or negligent operation of facilities inconsistent with standard industry maintenance and construction activities, an adjustment will be calculated based on the customers normal water usage..
7. Should a customer wish to test the accuracy and functionality of a water meter, the customer may request to have a performance test conducted on the meter. If testing results indicate the meter is performing within industry accuracy specifications, then customer shall pay a \$50 test fee for a standard 5/8 inch or 3/4 inch water meter. For larger meters, the customer shall pay all costs for third-party testing, including shipping charges and taxes. The test fee shall will be applied to the customer's water bill. If the meter test results conclude the meter has malfunctioned or does not meet industry accuracy specifications for excessive reading (under reading shall not permit an adjustment), then the City shall replace the meter and adjust the customer's account for those months affected, as accurately as can reasonably be determined.

SANITARY SEWER SERVICE BILLING ADJUSTMENTS

The City calculates a customer's sewer bill based on the customer's water usage during the winter months. The winter months include usage during the months of November through February. The average amount of water usage during the winter month period is then billed to the customer as sewer volume for the following 12 month period. A customer may request an adjustment to the sewer amount calculated, under the following provisions:

1. All requests for adjustments to a customer's calculated sewer bill shall be made within 90 days of the City's billing of the newly calculated sewer bill. This billing shall constitute notification of the newly calculated sewer bill. All calculated sewer amounts shall be applied until the end of the next four-month winter period used to compute the winter average consumption, unless otherwise adjusted as allowed in paragraph 3 below.
2. A customer may request an adjustment to the customer's sewer bill for any winter months affected by excessive water usage as defined in paragraph three (3) above or for other abnormalities where the customer can provide beyond a reasonable doubt that a quantity of water, preferably a metered volume, has been consumed but has not been disposed of through the sanitary sewer system. Consumption for any months so affected may be deleted or adjusted in determining the average winter water consumption, or the City may use the customer's previous winter average calculation if deemed the most reasonable method. All adjustments are subject to the approval of the Water Services Director or City Manager.
3. Following the four-month period on which a customers' average winter water consumption is based, if the customer's water consumption for three consecutive months is less than the four-month winter average, the customer may request that the sewer billing for the proceeding sewer billing period be based on the customer's actual water consumption for each month. The use of actual water consumption rather than the four-month average shall be subject to the approval of the Water Services Director and, if approved, shall be retroactive to the first of the three

consecutive months in which water consumption was less than the four-month average. Thereafter, except as provided below, the customer's sewer billing will be based on actual water consumption for each month until the end of the next four-month winter period used to compute average water consumption. In the event of a leak causing excessive water consumption, and only in that event, the customer may request that the four-month average consumption be used again for computing the sewer bill for the affected months. No other changes in the method for computation shall be allowed otherwise. Requests for adjustments as defined in this paragraph shall be made within 180 days following the City's billing of the newly calculated sewer bill. This billing shall constitute notification of the newly calculated sewer bill. A customer also may request to be billed sewer based on actual water consumption if not occupying a home or business for an extended period. The customer must submit a written request with the City and include the period in which they wish to be billed sewer based on actual water usage.

4. For new accounts for which an average winter water consumption has not yet been established and billed in the months of December through March, the monthly sewer bill shall be based on the most recent and current rate schedule as applied to the lower of: the actual water consumption for the current billing month; or the average winter water consumption for the route in which the account is located as billed in the months of December through March.
5. For new accounts that represent homes or other facilities that are under construction, such customers may request a credit for the period in which no sewer service was actually provided. Such credit may be granted toward normal sewer billings for a maximum of four months.