

Water Systems Adjustment Policy  
Ordinance Number 201206

1. Definitions for terms used in this policy:
  - A. Base Month - The highest water usage month by the customer during the 12 months prior to the leak.
  - B. Cost of Water - The average annual cost per thousand for (1) the purchase of water from BRWDA, (2) the cost of the chemicals to treat the water and (3) the cost for the electricity at the water filter plant. This cost shall be set as of the 1<sup>st</sup> of July each year based on the cost of water purchased from BRWDA, cost for treatment plant electricity and cost of chemicals to treat water.
  - C. Major Leak - A leak resulting in an increase of \$100 or more over the highest water usage bill during the 12 months prior to the leak.
2. Bills for meters with uncommonly high readings due to a major leak will be adjusted down to the amount of the base month plus the cost of water for the excess amount over the base month usage.
3. Customer must sign a statement explaining what the problem was and what action they took to correct it. Adjustment will be made if the customer can provide a receipt for material and/or labor showing the leak has been repaired by a licensed plumber. If the customer personally made the repair and is unable to provide a receipt, the leak must be verified by a LWS Service Tech.
4. Only one major leak adjustment will be permitted within a 12 month consecutive period unless approved by the Lexington Water Systems Board. Exception would be a leak covering a two month period due to the leak occurring during the end of one billing cycle but discovered and repaired during the next.
5. For accounts that qualify for a water adjustment and are also on city sewer, the corresponding sewer bill will be adjusted down to the highest bill from the 12 months immediately prior to the leak.
6. Meters changed-out during the reading cycle will require adjustments.
7. If a meter cannot be read due to various abnormal circumstances, the reading will be estimated and then adjusted (up or down) once an accurate reading can be obtained.
8. Sewer adjustments for lawn watering and filling swimming pools will not be permitted. Customers should obtain a "lawn meter" to eliminate these sewer charges.
9. An "Adjustment Request" form shall be completed and approved (signed off on) by the General Manager or his/her designee prior to an adjustment being made. All information from the customer and the department pertaining to the adjustment shall be attached to the form. ONLY authorized personnel can enter adjustments into the system.
10. Circumstances or situations not met by this policy shall go before the Lexington Water Systems Board for action. No adjustment shall be made in excess of the cost of the water to LWS as defined in item 1.
11. All information pertaining to adjustments will be retained for a minimum of 5 years.