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| Title of Policy: | **Water / Sewer Adjustment Policy** | **Pg 1-3** |
| Section #: | Section 27 |  |
| Approval Date: | **February 9, 2021** |  |
| Revision Date: |  | Policy 27.1 |

**Active Residential / Commercial Customers**

All qualifying Residential/Commercial customers will be automatically enrolled with the Servline Leak Protection Program. The automatic enrollment ensures that the customer will have water loss protection or water/sewer loss protection dependent on the services available to the customer. This Protection is billed to the customer monthly. Terms and conditions of the Servline Program is administered by Servline’s current Insurance Provider. If the customer determines that they do not wish to participate in the Program they must contact Servline directly to opt-out of the program. If the customer opts-out of the program and suffers a leak then it will be the responsibility of the customer to pay the bill in full.

If the customer suffers a leak and Servline pays the maximum benefit; the customer may have the option to set up a payment plan with KWD.

*\*\*Line Protection Policies are also available to the Customer through Servline. The customer must initiate the addition of this policy by contacting Servline directly. The Line Protection Policies will also be billed through KWD after KWD has been notified by Servline.*

**Any Customer Ineligible for Servline Leak Protection**

Residential and/or Commercial Customers not eligible for coverage under the Servline Leak Protection Program will be eligible for one adjustment every twelve (12) months by KWD based on the following:

* The customer must provide proof of the repair of a leak (Invoice of repairs, Receipt of parts purchased, written statement from the customer explaining they had the parts and made the repairs)
* The customer usage must return to average use
* All requests must be received in writing or in person at KWD during regular business hours.

**Meter Testing**

If a customer receives a high bill and believes that it is due to malfunction in the meter then the following will occur:

* If an investigation of the meter and meter record establishes that the meter was properly read and that there was no failure of utility equipment, the bill will remain valid and payable.
* If the customer questions the accuracy of the meter, the customer may pay the utility bill in question plus a meter testing fee of *See Schedule of Rates and Charges* for residential meters and commercial and industrial meters. KWD will remove the meter and ship it to the manufacturer or have a recognized meter testing company test the meter on site. KWD will pay all costs associated with the testing of the meter

If the meter proves to be accurate within guidelines established for used meters by the American Water Works Association (AWWA) the customer forfeits the meter testing fee. If the meter does not meet AWWA accuracy standards, KWD shall refund the meter testing fee to the customer and repair or replace the meter.

1. It is the policy of many water utilities, and it shall be the policy of KWD to have the customers of KWD subsidize the bill of any one customer only when there is an inaccurate meter or utility equipment failure. KWD may make adjustments to bills under certain conditions. Examples include, but are not limited to the following:
2. Damaged meters;
3. Damaged AMR devices;
4. Frozen meters
5. Leakage on the customer’s side of the meter that is caused by the utility.
6. If an adjustment of the customer’s bill is warranted due to an inaccurate meter or due to the failure of equipment that is the responsibility of KWD, the amount of the bill will be determined based on the average for the billing period for the last six (6) months. Businesses must have at least 6 months of consumption.
7. Leak protection for residential customers will cover up to a maximum of $2,500. Amounts greater than $2,500, the customer is responsible for 100% of the remaining bill. Leak adjustments for non-qualifying residential or commercial customers will be done through KWD. KWD will cover 50% over the average bill up to a maximum of $2,500 for non-qualifying residential or commercial customers. Non-Qualifying residential or commercial account customers will pay their calculated average bill,50% of the remaining amount up to $2,500 and 100% over $2,500
8. Only the account holder can request leak adjustments and enroll or opt-out of Leak Protection or Line protection services.
9. A thirty (30) day waiting period is required when enrolling into Leak Protection if the customer opted out.
10. A thirty (30) day waiting period is required when enrolling into Line Protection.
11. If the claim is denied by ServLine or KWD, then the customer is 100% responsible for the entire bill.
12. If a customer pays a bill that has excess charges due to a leak and then the customer receives an adjustment from the Leak Protection program, the customer can request a refund if the customer has a credit balance. The customer can only receive the maximum amount the Leak Protection program paid KWD, less the amount owed to KWD at the time of refund. The customer must request the refund in writing to KWD

**Wastewater Leak Adjustments**

KWD will NOT give adjustments on the following: Examples include, but are not limited to: Adjustments on Wastewater bills will NOT be made on the following:

1. Routine dripping faucets, or any type of faulty customer plumbing, examples include but not limited to:
2. Fire Sprinkler System,
3. Lawn Irrigation System,
4. Premises left or abandoned without reasonable care for plumbing system;
5. Filling of swimming pools; and
6. Watering of lawns or gardens.
7. Filling of Ponds,
8. Watering Cattle