

WATER AND SEWER ADJUSTMENT POLICY

(Excerpt from the West Jefferson Code of Ordinances- § 50.03)

- (A) Customers are responsible for water and/or sewer line maintenance and repairs from the water and/or sewer connection to the structure. Water and sewer bill adjustments will only be made when absolutely necessary. An adjustment may be made upon showing of a good cause for such adjustment by the property owner or by other entity responsible for said bill. Adjustments may be made for incorrect meter readings, or water leaks that are a result of breaks in water lines. Adjustments will not be made for faulty plumbing fixtures.

- (B) Repair bills must be presented when a customer requests an adjustment. Adjustments will not be made for more than two consecutive billing periods and will only be allowed once within a 12-month period. If a monthly adjustment is made, it shall be based on an average of the three prior billing periods.

- (C) Adjustments will not be made for more than two consecutive billing periods and will only be allowed once within a 12-month period. If a monthly adjustment is made, it shall be based on an average of the three prior billing periods. The Town Manager shall be responsible for approving all bill adjustment requests.

Amended 9-14-15