

City of Concordia, Kansas Commission Policy Statement #2011-1

Authority: Resolution No. 2011-1919 Effective Date: December 21, 2011

Section: Water bill adjustments

Purpose: To establish policies concerning adjustments to charges for abnormally high water usage.

Section 1. Application of policy: This policy shall apply to all consumers of water from the city's water system.

Section 2. Responsibilities of city: All water meters, city-owned meter pits and all water lines from the main to the first valve shall be maintained by and at the expense of the city.

Section 3. Responsibilities of consumer: All consumers of city water shall keep their own service pipes, stopcocks, consumer-owned meter pits, lids, pipes, plumbing, appliances, and all other water service related apparatus in good repair and protected from frost at their own expense. The city shall not be liable for damage caused by reason of the breaking or leaking of any such apparatus. If abnormal water uses results from a cause that the consumer knew or should have known would result in higher usage, such as a dripping faucet, a leaky toilet, forgetting to turn off a hose or sprinkler, failure to fix a visible leak, or failure to investigate signs of a leak, no adjustment will be made. Absence from the premises does not relieve the consumer from responsibility. Consumers who plan to be absent from the premises for an extended period should shut off the water service at the inside valve or request that the city shut off the water service at the meter.

Section 4. Adjustment of charges for abnormally high water usage: At the request of the consumer:

- If the consumer's charge for water use during a billing period exceeds the charge at the same address for the previous billing period by the greater of \$200.00 or six times the average of the previous three months' water usage, and
- if the abnormally high usage was not due to a cause that is the responsibility of the consumer as defined in section 3 of this policy,
- then the consumer will not be required to pay any utility charges up to the day that the city bills the consumer or otherwise notifies the consumer of the abnormal water use. In that event, the adjusted charge shall be equal to the average charge for the three previous billing periods.
- Adjustment will be made by credit to the consumer's utility account, without interest.
- A consumer will be eligible for one such adjustment in any 12 month period.

Section 5. Determination of cause of abnormal usage: In determining the cause of abnormal usage, the city may rely upon reasonable interpretation of patterns of usage as recorded by the water meter, upon statements of the consumer, and upon any other circumstance which would indicate a reasonable explanation for the usage. At the request of the consumer, city employees may inspect the premises for purposes of determining the cause of the abnormal usage.

Section 6. Administration: All consumer requests for adjustment of charges for abnormal water use will be reviewed by the Director of Utilities. In extraordinary circumstances, the city manager is authorized to waive or reduce a charge related to abnormal water use.