



Policy No.: P400-17-4	Type of Policy: Finance
Policy Title: Utility Billing Adjustments	
Policy Description: Authorize the General Manager to Approve Utility Billing Adjustments	
Approval Date: 8/15/2017	Last Review Date: 2017
Approval Resolution No.: 43-17	Next Review Date: 2021
Rescinded Resolution No.: 35-13	Rescinded Resolution Date: 8/6/2013

It is the policy of the Board of Directors of Dublin San Ramon Services District:

To authorize the General Manager to make utility billing adjustments related to excess consumption arising from leaks on the customer side of the meter. Such adjustments are subject to the following:

Adjustments shall be made only when all of the following are true:

- The account is a residential customer who is individually metered.
- The account is in good standing.
- There is no evidence that the excessive use was due to the intentional or negligent act by the customer.
- In the event of a leak, the customer took prompt and reasonable action to ascertain the cause and correct it.
- In the event of a leak, verifiable confirmation is received that the leak has been repaired.
- No adjustment shall be made when the loss is covered by the customer's insurance or when a claim can be filed under a warranty of any sort (new home, remodel, etc.).

The amount of any adjustment shall be subject to and limited by the following:

- The amount of excessive use shall be determined by the District.
- Adjustments are limited to only the water portion of the bill (except as noted below).
- No adjustment shall be made when the excessive consumption is the result of a malfunctioning, or not properly maintained, water softener system.

Limitations and Exceptions:

- The maximum credit adjustment allowed per customer, per year, is \$1,000.
- One credit adjustment may be granted per account in a three-year period.
- The General Manager shall have discretion in adjusting a non-residential customer's flow based sewer bill if it can be reasonably determined that the water caused by the leak did not flow into the collection system.

Reporting:

A report will be presented to the Board if total credits provided in any fiscal year exceed \$25,000.

Administration:

The General Manager shall develop rules and procedures in furtherance of this policy.