

Credit Adjustment Policy

It is the general policy of the Jefferson Water & Sewer District that the owner/tenant of any property serviced by the District shall be responsible for any and all fees and charges associated with the provision of potable water and sanitary sewer services, and for any penalties for late payment associated with such services.

However, the District in its sole discretion, may entertain requests to adjust the amount owed to the District by the owners of property. A tenant with a Tenant Service may request an adjustment although the ultimate responsibility for all unpaid fees and charges is the owner of the property regardless of whether the account is in the name of the owner or a tenant.

At all times, the standard minimum monthly water and sanitary sewer service charges for the applicable size meter at the property as specified in the Deposit, Fee, and Charge Schedule are due. An adjustment will never result in the customer being responsible for less than the standard minimum service charge.

Credit adjustments will be evaluated on a case by case basis and the decision will be based upon the guidelines below.

❖ Credit Adjustments to Water Charges

A request for a credit adjustment to water charges may be considered if use of the water was caused by a demonstrable or verifiable involuntary leak, line break, plumbing malfunction or similar involuntary use of water. A customer requesting a credit will provide evidence, such as an invoice from a licensed plumber or receipt for parts, that such involuntary use of the water was caused by an involuntary leak, line break, or plumbing malfunction

Involuntary Water Usage: If it is determined based upon the circumstances and evidence available, that the water usage was involuntary, the credit for water charges will be calculated by multiplying the water usage excess of the minimum gallons by the base rate for water listed in the Deposit, Fee and Charge Schedule. The amount of the credit will be the difference between the original charges for the usage in excess of the minimum gallons and the adjusted water charges.

Voluntary Water Usage: If it is determined that the water usage was voluntary, such as failure to shut off a properly functioning plumbing fixture, said charges will be ineligible for credits.

❖ Credit Adjustments to Sewer Charges

Involuntary Usage: If it is determined based upon the circumstances and evidence available, that the water usage was involuntary, the credit for sewer charges will be calculated by multiplying the water usage excess of the minimum gallons by the base rate for sewer listed in the Deposit, Fee and Charge Schedule. The amount of the credit will be the difference between the original charges for the usage in excess of the minimum gallons and the adjusted sewer charges.

Water Does Not Enter Sewer System: If it is determined that the water did not enter the sewer system, the credit for sewer charges will be calculated by the amount of water that the District determines based upon circumstances and evidence available did not enter the system. Typically based upon the customer's average usage history.

Irrigation and Swimming Pools: Failure to rent a meter, for swimming pools or landscape watering or other reasons, will render these sewer charges ineligible for credit.

Deduct Meter: Failure to install a deduct meter prior to using outside water for irrigation or other related reasons will render these sewer charges ineligible for credit.

Customers requesting water and sewer credits for any amount, will be required to sign before a notary, an affidavit specific to the circumstances of events surrounding the customer's request. To apply for credit under this policy, please complete the application on the reverse of this page, provide verification to support your request, and return the application and verification to our Customer Service Department. The District will contact you after review of your information.

