

## LCBPU Policies and Procedures Manual

**Subject:** Annual Pool Filling Adjustment  
**Area:** Customer Policies  
**Pages:** 1 Of 2

**Policy Number:**  
**Effective Date:** 07/02/2020  
**Amendments:**

### BACKGROUND AND PURPOSE

Any customer seeking a billing adjustment shall be treated courteously and fairly by the utility board, manager and staff.

It is accepted utility practice in the United States that the customer is responsible for the cost of their wastewater service. However a customer seeking to fill a swimming pool at the start of the season is generally using water in a way that would not allow for the water used to enter the wastewater collection system.

#### Limitations

The utility is subject to various state and federal regulations and has no discretion to adjust bills in a manner which would violate these regulations.

#### Public Notice

A copy of this policy shall be available in the business office of the utility for customer inspection during regular business hours or official meetings of the utility. This policy may also be viewed on our web site at [lincolncountybopu.com](http://lincolncountybopu.com).

### POLICY:

#### Determination of Need for Adjustment

The need to adjust a utility wastewater bill may be evident by a customer's stepped up water consumption that is caused by the initial filling of a swimming pool at the beginning of the warm weather season.

#### Notice of Possible Pool Filling

It is the customer's responsibility to notify the utility that they are filling their swimming pool at the beginning of the season. If, however, utility service personnel or other utility employees suspect that a pool has been filled they will notify our billing department personnel and the appropriate steps will be taken to notify the customer to make sure it is not caused by a leak.

#### Frequency of Adjustments

No customer shall receive more than one wastewater adjustment during any swimming season.

#### Calculation of Billing Adjustment

If an adjustment of the resident's wastewater bill is approved, the account will be charged for an average bill for the period of the initial pool filling. The average bill will be determined from the prior 12 months usage history when available. Where a customer does not have 12 months history, the calculation shall be based on the best available data.

#### Adjustment to Wastewater Billing for Qualified Initial Pool Filling

Residential: Qualified for adjustment

Residential Multi-User: Not Qualified

Commercial / Industrial: N/A

#### Adjustments on Wastewater bills will not be made for the following:

1. Industrial and Commercial will not be eligible.
2. Premises left or abandoned without reasonable care allowing pool to overflow
3. More than one occurrence per 12 month period
4. Filling of swimming pool more than once due to repairs or make-up water
5. Watering of lawns or gardens while filling pool

**Amount of Time for Adjustment**

The utility shall not be obligated to make adjustments of any bills not brought forward after forty-five (45) days from the billing date.

The utility shall be under no obligation to extend the penalty date or the time for paying any bills because the customer disputes the amount of the bill.

**Record Keeping Requirements**

When an initial pool filling has been conducted a Certification of Initial Pool Filling form must be completed and submitted to our office for consideration. All requests for billing adjustments must be received at the business office of the utility during regular business hours or official meetings of the utility.

The manager or his designee shall file a written report of the customer billing adjustment and the action of the staff regarding the adjustment.

**Record Keeping Duration**

All records of billing adjustments shall be kept for a minimum of ten (10) years.

**Review By Manager And Staff**

The Board of Utilities is the sole policy making body for the utility. The Board authorizes the manager to handle routine billing adjustments that amount to no more than \$500. The manager may designate appropriate office personnel to handle routine adjustments. Any unusual billing adjustment shall be referred to the Board.

If the nature of the adjustment is one which the manager is not empowered to settle or if the action of the manager is unacceptable to the customer, the customer shall have the right to take such complaint to the Board, as outlined in the COMPLAINT POLICY.

The manager or his designee shall inform the customer of his right to have the billing adjustment reviewed by the Board of Utilities, and shall schedule the customer for consideration at the Board's next regularly scheduled meeting and shall inform the customer of the time and place of the meeting. If the information regarding the billing adjustment has not previously been reduced to writing, the manager shall make and file a written notice of the substance of the request for billing adjustment and of his action and decision of the adjustment.

**Review By The Board**

When a customer or other complaining party appears at a Board meeting regarding a billing adjustment without previously submitting the facts regarding the adjustment to the manager or office staff, the Board may delay hearing or ruling on the case until the next regular meeting to allow the Manager, staff, attorney or others to locate and prepare materials concerning the adjustment.

**Notice To Customer**

All notices, statements, requests and other communications from the utility to the customer shall be by phone. It is the customer's responsibility to provide a correct phone number with their application. Customer's refusal to accept any notice or communication shall be deemed receipt.

**Omissions**

In the absence of specific rules or policies, the disposition of billing adjustments shall be made by the Board of Utilities in accordance with its usual and customary practices.