
Utility Bill Adjustment Policy:

Purpose: To establish a consistent framework for adjustments to the wastewater portion on a customer's water bill that is reasonable and fair to all customers.

Application: Adjustments are courtesy financial relief to wastewater usage charges on a customer's utility bill caused by a leak on the customer's side of the meter or increased usage due to reasons listed below.

Usage: The City of Nevada bills per 1000 gallons and can vary greatly depending on the number of people in a household and their daily habits. For more information on rates, please visit: https://codelibrary.amlegal.com/codes/nevada/latest/nevada_ia/0-0-0-2838

Accessible or Non-accessible: Examples

- *Accessible leaks:* these types of leaks usually can be seen or heard. Examples include available water pipes, hoses, toilets, faucets, hose bibs, etc.
- *Non-accessible leaks:* these types of leaks usually cannot be seen or heard. Examples include underground lines, pipes within walls, water heaters, etc.

Swimming Pools; Hot Tubs; Spas; Ponds; Aquarium

- Swimming Pools; Hot Tubs; Spas; and Aquariums, initial fill or liner failure, qualify for a sewer adjustment only, and apply only to pools designed to hold water deeper than two feet.
 - No adjustments shall be made for the following: pools; hot tubs; spas; ponds; aquarium; or commercial pools with a design depth of less than two feet.
 - Note: intermittently adding water to a pool shall NOT qualify for an adjustment.
 - **Customers will need to notify the city of the time and dates of when being filled to get data to adjust sewer portion of bill.**

How do adjustments work?

- Suppose you experience a higher-than-usual water bill that may be related to a leak. In that case, you are encouraged to contact a licensed professional plumber or contractor (at your own cost) to locate and repair the leak and provide documentation of the repair.
 - To be eligible for an adjustment, your water usage must exceed your monthly average by at least three (3) times.
 - If the leak is accessible, the wastewater consumption charges will be adjusted to the 6-month average. There will be no adjustment to the water portion.
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- If the leak is non-accessible, the wastewater consumption charges will be adjusted to the 6-month average of your water bill. There will be no adjustment to the water portion.
- If the leak is from water stolen from a hose bib, the wastewater charges will be adjusted appropriately; a police report must be filed for adjustment.
- Swimming pool adjustments that are filled one-time between the months of May and September may receive an adjustment to their wastewater consumption charges
- Each customer may only receive one leak adjustment per twelve (12) month period including swimming pool adjustment.
- A separate meter is required for irrigation systems to void the wastewater portion of the consumer's bill.

Adjustments are not available when

- The leak was caused by a third party whom the customer can recover costs or is covered by insurance.
- The water meter has been tampered with
- Requests received more than **120 days** after the leak is repaired.

How to apply for the adjustment.

- A. A copy of a bill or invoice from a plumber or other service professional.
 - a. The bill or invoice must include the name, address and phone number of the plumber or other service professional; or
- B. A copy of receipts indicating the parts that the customer purchased to make the repair (*if homeowner is making repair*)

Required: Items One (1) and Two (2) below are required along with either options A or B above.

1. Photographs of actual leak, leaking parts, etc., will need to be provided in addition to one or more of the documentations listed above.
 2. The form attached will need to be filled out in addition to requirements above.
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Utility Adjustment Request Form

INSTRUCTIONS: Complete this form, clearly stating the reason for the utility bill adjustment request, please include all contact information, and attach the appropriate documentation required. An adjustment shall only be considered for consumption above average use. Additional sheets may be added. Failure to provide all information and fully substantiate your request will result in the request being denied. Filing a request for a utility bill adjustment shall not imply approval by the City; all requests shall be investigated before a decision is rendered. Requests received more than 120 days after the leak is repaired will be denied. Requests will be considered under the guidelines of the Utility Bill Adjustment Policy.

City of Nevada, Attention: City Administrators Office
1209 6th Street, PO Box 530, Nevada, Iowa 50201
Phone: (515) 382-5466; Email: jcook@cityofnevadaiaowa.org

CUSTOMER INFORMATION

(please print clearly)

Full Name: _____ **Email Address:** _____
Last Name, First Name

Mailing Address: _____

City, State, & Zip: _____

Daytime Phone Number: _____ **Alternate Phone Number:** _____

Service Address of Leak: _____

Account Number: _____ **Date of Notice Leaks:** _____ **Date Leak(s) Repaired:** _____

The undersigned hereby requests a utility bill adjustment from the City of Nevada, Iowa, for the following reason(s) – 1. please include a statement indicating reason why the request is being made, 2. If because of leak, how long they were leaking, 3. date leak was identified and repaired, 4. who repaired the leak, 5. the number of people residing in the home, etc. (Attach additional sheets and documentation if necessary). No more than one water bill adjustment will be considered in a one-year period for any account.

By signing below, I acknowledge that the above provided information is true and correct to the best of my knowledge and belief.

Requestor's Signature

Date

A water bill consumption shall only be considered for consumption above average use.
Customers shall remain responsible for paying their bill while the adjustment is being reviewed, and until final determination is made.