

1.2.20 High-Use Adjustment (BP)

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POLICY

If a water bill shows unusually high water use (“High Use”) that was the result of circumstances beyond the shareholder’s immediate control, AMWC may issue a billing adjustment to the shareholder’s account. High-Use billing adjustments will not be considered if the water was used at the shareholder’s discretion, such as the filling of a swimming pool or establishment of landscaping.

Only one High-Use water bill will be considered for a billing adjustment. AMWC considers that a shareholder has received constructive notice of High Use if the use shown on the shareholder’s water bill is at least two (2) times the Average Use. The billing period for which the shareholder receives this constructive notice will be the month for which a High-Use billing adjustment will be considered. Shareholders must apply for a High-Use billing adjustment within 30 days of receiving the water bill that shows High Use.

For the purposes of this policy and to be considered for a billing adjustment, the usage reflected on the shareholder’s bill must be at least two (2) times higher than the shareholder’s average use. Average use will be calculated using the shareholder’s account records for the two years immediately prior to the High-Use water bill for the same month as the High-Use water bill (the “Average Use”).

A property is eligible for one High-Use billing adjustment in a 24-month period, starting from the last month for which any previous High-Use billing adjustment was granted. The amount of the billing adjustment will be 50% of the difference between the High-Use water bill and a water bill based on Average Use (the “Billing Adjustment”).

To be considered for a High-Use billing adjustment, the shareholder must submit adequate proof that the cause of the High Use was beyond the shareholder’s control, was adequately remedied, and did not result from the discretionary use of water. Such proof must include, but is not limited to: a detailed description of the cause of the High Use; original and itemized invoices from the plumber who remedied the cause of the High Use, or original and itemized receipts for the parts required to repair the cause of the High Use, if repaired by the shareholder; a sketch of the property showing where the High Use occurred; and a description of what action the shareholder will take to prevent similar High Use events from occurring in the future.

The General Manager has the authority to issue a High Use billing adjustment in those instances where a shareholder cannot explain the cause of the High Use. Shareholders are only eligible for one High-Use billing adjustment for unexplained reasons. To be considered for a High-Use billing adjustment for unexplained reasons, the shareholder shall submit a letter to the General Manager requesting the adjustment. The letter must: (1) state the reasons why the shareholder feels the adjustment is warranted; (2) state that the High Use did not result from the discretionary use of water by the shareholder or his/her representatives, tenants, or agents; (3) acknowledge that the shareholder understands and agrees that he/she will only receive one High-Use billing adjustment for unexplained reasons; and (4) be signed by the shareholder.

1.2.20 HIGH-USE ADJUSTMENT

If a property does not qualify for a High-Use billing adjustment under this policy, the shareholder may request a Special Payment Arrangement (SPA) to pay off the charges related to the High Use in no more than four (4) monthly installments. The shareholder must make SPA payments on time and in addition to their current water charges. If SPA payments are not made as agreed, the SPA will be removed from the account and the account will be subject to normal shut-off procedures.