

NORTH MARIN WATER DISTRICT

POLICY: BILL ADJUSTMENT POLICY
POLICY NUMBER: 2

Original Date: February 7, 1967
Last Reviewed: 04/18/17
Last Revised: 04/18/17

In the event water use (measured in 1,000 gallon units) for the disputed bill is in excess of one and one-half times the normal seasonal bimonthly use as solely determined by the District, and there is no evidence that the excess water use was due to the willful act or negligence of the consumer or the consumer's agent(s), the District will credit the consumer's account for the difference between the dollar amount of the disputed bill and the dollar amount of the normal bill (calculated as normal seasonal bimonthly use at current quantity rates) less one-half of the excess use at the base rate pursuant to NMWD Regulation 54.

$$\text{Credit} = \text{Disputed Bill Amount} - \text{Normal Bill Amount} - (0.5 \times \text{Excess Use} \times \text{Base Rate})$$

In the event the excess use encompasses two consecutive bimonthly billing periods, such bi-period rate adjustment will be separately applied to each such billing period provided the water use in each bimonthly period exceeds one and one-half times the normal seasonal bimonthly use for said period as determined by the District. Consideration of an adjustment pursuant to this policy shall be allowed only once in any consecutive 24-month period. Consumers requesting a bill adjustment must allow District staff to complete a residential water use survey before any bill adjustment is given. The District General Manager, or designee, may grant exemptions to this requirement should staff be unavailable to perform the survey in a timely manner.

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