

R E S O L U T I O N

WHEREAS, the City of Crossville adopted a resolution on March 12, 1985 concerning adjustments to the bills of water and sewer customers; and

WHEREAS, the Board of Commissioners now desire to revise and amend said resolution;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE CITY OF CROSSVILLE, TENNESSEE that the following procedures be adhered to consistently any time credit is issued on a water and sewer bill:

1. When a credit may be issued. No credit may be issued unless the bill in question is 50% higher than the average of similar bills for the preceding three months or 25% higher if normal water usage exceeds \$100.00 per month.
2. Procedures to be followed if criteria (1) is met:
 - (a) Water/Sewer Department will advise customer how to check for a leak on customer's side of meter.
 - (b) Meter reader will inspect tap for:
 - (1) Faulty meter
 - (2) An apparent leak on the customer's side of the meter
 - (c) If a faulty meter is found, a new meter will be installed and the customer's bill in question will be adjusted to a leak and checked at the end of two months billing on the new meter and any corrections will then be made.
 - (d) If a leak is found, the customer's bill will be reduced to an amount computed as follows, but in no case, less than the average of the past three months: Minimum bill plus rate per thousand gallons for Utility Districts as approved by the Board of Commissioners.
 - (e) If a leak is found that has apparently been caused by construction in progress by the City or its contractors, the customer shall not be charged for the water leakage but an average of the past three months billing.
 - (f) When a meter reading is rechecked at the request of a customer, a flat fee of \$10.00 shall be charged if no error is noted in the original reading.
 - (g) No more than two (2) months' bills will be adjusted in a 12 month period.
 - (h) Sewer adjustments will be made as water, except situations where sewer does not enter system, then the average of a three month's sewer charge would apply.

BE IT FURTHER RESOLVED, realizing that there might be unique problems not considered in drafting the above procedures, appeals may be made to the City Manager for additional consideration of disputed billings. Authorization from the City Manager shall be required on all credits not discussed above.

ADOPTED, this 14th day of December, 1993.

Earl Cunn
Mayor

R. L. Bell
Commissioner

William E. May
Commissioner

Eugene H. ...
Commissioner

ATTEST:
Sally ...
City Recorder

Rayd Wyatt
Commissioner

CITY OF CROSSVILLE

POLICY

SEWER BILL ADJUSTMENTS - SWIMMING POOL

1.0 PURPOSE:

1.1 To clearly establish the responsibilities and criteria for the Water/Sewer Billing and Collection Department of the City of Crossville.

2.0 ORGANIZATIONS AFFECTED:

2.1 All elements of the Finance Department of the City of Crossville.

3.0 POLICY:

3.1 The City will adjust one sewer bill per year for customers that own swimming pools.

3.2 The customer will provide proof of the number of gallons that the pool holds. The City will reduce the bill to reflect the water used to fill the pool.

3.3 The adjustment shall not reduce the water bill below the average bill for that location.

one sewer adjustment for swimming pools will be made. The customer will provide proof of the number of gallons that the pool holds. The adj.