



Searsport Water District

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BILL ADJUSTMENT REQUEST FORM

In continuation of our efforts to assist customers and to ensure a consistent approach is taken with abnormally high-water use, **a one-time adjustment per property during any three-year period** will be allowed. To qualify, you must be the customer of record and the excess usage must have been accidental, unpreventable or reasonably undetectable and consistent with the requirements outlined in our Terms and Conditions on pages 6 & 7. Non-allowable adjustments include: Filling of Pools, landscape watering, increased occupancy, change in use, unattended use of outside faucets, garden hoses, etc.

All repairs must be completed prior to submitting your request for an adjustment. The date and type of repair must be included. Request for an adjustment consideration must be made within 100 days of the bill date that includes the high-water usage. If you need an extension on your bill while this information is being processed, please let us know.

The submission of this form is not a guarantee that your adjustment request will be granted. You will be notified with the results by phone or letter within 30 days of date of submission of this form.

Name on Account: _____

Account/Service Number: _____

Service Address: _____

Billing Address: _____

Email: _____

Contact Phone Number: _____

Approximate Date Leak Occurred: _____

Date Leak Repaired: _____

Please describe the leak and actions that were taken to complete the repairs

By checking this box, I verify that necessary repairs have been made prior to submitting this form. I understand that adjustments to the water bill may not be considered if repairs have not been completed.

Sign: _____ Date: _____

8. BILLING ADJUSTMENTS

In continuation of our efforts to assist customers, and to ensure a consistent approach is taken with abnormally high-water use, a **one-time adjustment per property during any three-year period** will be allowed, consistent with the requirements outlined below.

A. To qualify:

- The excess use must have been accidental, unpreventable or reasonably undetectable.
- The applicant must have been customer of record on high bill.
 - If the high bill was in a tenant's name, the property owner may be allowed to apply depending on extenuating circumstances: e.g.; high sewer bill.
- The applicant must have been a customer for a minimum of one year.
- The billed usage must be at least 100% above normal based on the same billing quarters and/or months over the past 3 years. NOTE: For customers residing for less than 3 years an average over the past 4 quarters, or 12 months if a monthly customer, will be used.
- The water meter has been tested and results are within allowable American Water Works Association (AWWA) and or Maine Public Utilities Commission (MPUC) parameters. **This will be completed if warranted by the District and /or requested by the customer.**
 - For meters not meeting AWWA and/or MPUC parameters, the bill will be adjusted in accordance with MPUC chapter 62 Requirements.
- The applicant completes and submits the District's adjustment request form within 100 calendar days of the billing date of the high water bill to be adjusted.

NOTE:

- All bills qualifying for an adjustment will be adjusted in accordance with the current SWD adjustment policy. At no time will any water bill be adjusted to less than the minimum charge.
- Normal use is defined as an average of the bills for the same quarter (or month for monthly accounts) for past three years, available and comparable information will be considered.

B. Adjustments allowed and not allowed:

- **Allowable adjustments:**
 - Leaks resulting from frozen or broken pipes due to unexpected acts of nature.
 - Once every three years per property
 - All adjustments require Superintendent approval
- **Non-allowable adjustments:**
 - Known water use such as related to pool filling, landscaping, increased occupancy, change in use, unattended use of outside faucets, garden hoses, etc.
 - The request will be denied if the account has been in multiple names in a short period of time with multiple adjustment requests, as an attempt to defeat policy.

C. Approval or denial:

- SWD will render a decision on the adjustment request within 30 calendar days of receipt of a completed adjustment request form.
- An adjusted bill is due (or a payment plan established) within 20 days of SWD's decision.
- If the bill has been paid, the adjustment will be applied against future water charges at this location, unless extenuating circumstances exist.
- Review of an approval or denial beyond SWD's Superintendent is to the Maine Public Utilities Commission's Consumer Assistance Division at:

Maine Public Utilities Commission's Consumer Assistance Division at
Telephone # 1-800-452-4699

18 State House Station, Augusta, ME 04333-0018

<https://mpuc-cms.maine.gov/COM.Public.WebUI/CAD/CADResidentialComplaint.aspx>