

Water & Sewer Billing Adjustment Policy Town of Onancock

The following Policy, as adopted by the Onancock Town Council in meeting of May 12, 1997, shall apply to adjustment of unusually high water and sewer billings resulting from water leaks or other circumstances causing abnormally high water usage:

1. All requests for adjustment must be made in writing to the Town Manager within ten (10) days after billing date; a waiver of said ten day period may be made by Town Manager for good cause shown.
2. The Town is responsible for maintenance of water lines only up to and including the water meter.
3. In case of a leak occurring in the service line between the water meter and the building the meter serves, the Town Manager may approve adjustment of the sewer usage charge if, in addition to the following conditions, it has been demonstrated the leaking water has not entered the sewer system. The Town Manager may approve adjustment of the water usage charge in such cases subject to the following conditions having been satisfied:
 - A.) The request for adjustment is made in writing within ten (10) days after the billing date; a waiver of said ten day period may be made by Town Manager for good cause shown.
 - B.) A licensed plumber has certified in writing that the said leak was repaired immediately upon detection of abnormal water usage;
 - C.) Such adjustments of water usage shall not exceed one-half of the difference between average water usage for the preceding twelve (12) month period and the abnormally high water usage resulting from the leak;
 - D.) In no case shall there be more than one (1) such adjustment in any twelve-month period.
4. In no case shall the Town Manager approve an adjustment to water or sewer usage charges for abnormal water usage attributable to faulty toilets, leaking faucets, or other interior plumbing facilities (pipes, water heaters, furnaces, etc.) within the building the water meter serves.
5. In the case of abnormal water usage resulting from exterior hose connections, the Town Manager may adjust the sewer usage charge only, subject to the following conditions:
 - A.) A written request for such adjustment is made within ten (10) days fo the billing date; a waiver of said ten day period may be made by Town Manager for good cause shown.
 - B.) Such written request states the nature of the problem with the outside hose connection and certifies that such problems have been corrected;
 - C.) In no case shall there be more than one (1) such adjustment within a twelve-month period.

6. In no case shall the Town Manager approve an adjustment for abnormal water usage, which has not, or cannot be explained.