
**AUGUSTA WATER
OPERATING PROCEDURES AND POLICY MANUAL**

Approved By: Board of Directors
Effective Date: September 9, 2014
Revised: September 17, 2026

Customer Service
Policy No. 5.4
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Water Billing Adjustments

The customer is responsible for the cost of all metered water that enters their property. Water that is lost as a result of an underground leak on the private side of the meter may be eligible for an adjustment. In an effort to encourage customers to promptly repair underground water leaks and conserve treated water, Augusta Water may grant an adjustment for a portion of the water lost during the period of a leak. The following conditions are required to be met before customers may be eligible for a bill adjustment:

Qualifications for Adjustments

1. For underground leaks that have been repaired, Augusta Water may grant an adjustment in cases where water usage is at least double the customer's average water consumption.
2. Requests for an adjustment must be made to Augusta Water's Customer Service Department within 45 days of the billing date of the bill. All repairs must be completed within 45 days of the billing date. If the customer chooses not to fix the leak within the 45 day period, the customer will not be eligible for an adjustment.
3. The customer must provide Augusta Water's Customer Service Department a copy of the plumber's bill; or the customer may provide a signed, written statement, describing the leak, the repairs made, and the date the leak was repaired.
4. Prior to any adjustment, for meters up to 1", Augusta Water staff will verify at the meter, that the leak is no longer active. The Trip Charge for this verification will be waived if the leak is no longer active. Any additional trips required for verification will be billed according to the current prevailing Fee Schedule.
5. The eligible period for an adjustment is limited to two consecutive billing cycles. Adjustments for leaks may not be granted more than twice in any rolling three year period.

Adjustments requiring Board approval

1. Adjustments for any water leak exceeding one million gallons will require approval of the Augusta Water Board. A request for an adjustment at this level must be accompanied by the same documentation as described in the qualifications above.

Calculation of Customer's Average Usage and Adjustment

1. The customer's average usage will be calculated based on the 6 most recently billed consumption periods prior to the current bill. If less history exists for the customer, the Customer Service Department will estimate the usage based on the history it has for the customer, or the number of residents living in the home if no history exists.
2. Customers who qualify for a water usage adjustment will receive an adjustment for 50% of the water usage in excess of their average consumption.