

MADISON SUBURBAN UTILITY DISTRICT

ADJUSTMENT POLICY

Revised 9/29/2020

Effective 7/1/04

No adjustment made for visible leaks.

A written statement is required for all customer leak adjustments.

The customer may obtain an adjustment for one leak per year when the bill exceeds two (2) times the average consumption.

Below are examples of possible qualifying events of customer plumbing failure:

1. Underground Supply Line
2. Under House Supply Line
3. Water Heater Failure

To obtain the adjustment from the District for customer plumbing failure, the bill must exceed two (2) times the average consumption. When the repair date falls between two billing periods, and the leak was due to underground/under-house service line failure, a second adjustment will be granted when the bill exceeds twice the customer's average consumption. No second adjustments will be considered for a water heater leak.

The standard for determining the appropriate leak adjustment shall be as follows: bills are adjusted by assessing the doubled average consumption, defining the high bill overage, and adjusting one-half of the overage to the customer's account.