

The
MADISON SUBURBAN UTILITY DISTRICT
of Davidson County, Tennessee

ADJUSTMENT POLICY

Revised 4/25/2023

Effective 5/1/2023

A written statement is required for all customer leak adjustments.

No adjustments are made for visible leaks.

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.

- a. Underground Supply Line
- b. Under House Supply Line
- c. 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 may 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.

Commercial adjustments are limited to \$750.

This policy is not applicable to accounts that are still in the construction phase. Construction phase is defined as not fully habituated or not fully operational. Damages caused by third party contractors are the responsibility of the damaging party. The damaging party is responsible for compensating the MSUD customer for the leak and repair.