



## **The Water Works and Sewer Board of the City of Prichard**

### **WATER AND SEWER ADJUSTMENT POLICY**

#### **(Final Revision)**

The Water Works and Sewer Board of the City of Prichard (the “WWSBP”) will not furnish or permit to be furnished by or from its systems any free water, free sewer or other free service of any kind to any incorporated municipality or county or to any other person. The WWSBP will levy charges for all water or sewer service of any kind furnished from the systems at the rates at the time established there for.

The WWSBP encourages its customers to be conscientious in maintaining their residential and commercial plumbing fixtures. The responsibility of repairing and replacing defective plumbing on private property is the sole responsibility of the owner.

It is the policy of WWSBP to make adjustments on residential and commercial accounts that are due to misread meters or billing errors. WWSBP may also consider on a case by case basis a payment agreement where there is an extraordinary water or sewer bill due to plumbing problems that creates a financial hardship, the customer is unable to pay the current bill and the customer provides appropriate documentation that the plumbing problem has been repaired. The time period and terms of such payment agreement will be determined in WWSBP’s discretion.

WWSBP may also grant an adjustment of a sewer bill in an amount of up to \$50.00 total, once in each twenty-four (24) month period per customer, where due to plumbing problems sewer is not entering into WWSBP’s system such that sewer services are not provided by WWSBP, and where the customer provides appropriate documentation that the plumbing problem has been repaired.

**(Original policy approved 04/13/15; final revision of policy ratified 05/18/15)**