



"City of Choice"

Accounting Manual:	Policies and Procedures
Topic:	Abatement Policy for Water and Sewer Bills

Abatement Policy for Water and Sewer Bills

The City of Cibolo Utilities Department may abate a portion of a residential bill for no more than two (2) consecutive billing periods for Water and/or Sewer service, under the following conditions:

CONDITIONS

- 1) Disputed, Unusually High Consumption:
 - a. Unusually high consumption shall be defined as consumption which causes the water bill to be significantly higher (150% or more) than historical usage; and
 - b. The unusually high consumption must be disputed and is not the result of severe weather, a leak, theft, filling of a pool, water used during construction, water used for new landscaping, excessive usage during seasonal or holiday months, or from any activity in which the high consumption may have been a result of customer inattention.
 - c. A onetime courtesy adjustment will be offered, if a datalog cannot be processed to show when water was used and usage is out of the ordinary for the residence. Adjustment will be made following evidence of use returning to normal levels in the next billing period
- 2) Leak:
 - a. The leak must be underground, within a foundation, inside a wall, pools and/or outdoor permanent fountains, but not an auxiliary water source, i.e. cisterns, wells, etc.; and
 - b. There must be satisfactory evidence (repair bill, statement from plumber/ receipt for materials or supplies) of repairs must be presented. In all cases the leak must be repaired to the satisfaction of the City of Cibolo Utilities, as evidenced by a decrease in consumptions in the following billing period.
 - c. The customer must request in writing that Customer Service consider abating the charges and include the above information in the request within (90) days after discovering the leak. Failure to make a timely request shall be a waiver of the customer's right to seek abatement.



ABATEMENTS

After reviewing all the evidence and facts in the case, City of Cibolo Utilities Department may abate a portion of the charges. Any abatement will require the approval of the Director of Finance.

- 1) The customer will be required to pay an amount equal to the most recent undisputed billed amount by the due date pending the adjustment calculation, and
- 2) Adjustment calculation will consider customer average consumption for the same time period for the prior two (2) years (or past three (3) months if that data doesn't exist) Consumption in excess of the average will be billed at a reduced rate of 50% of the lowest tier in the applicable rate schedule.
- 3) The customer will only receive one such abatement in any six (6) month period.
- 4) The customer must request an adjustment within 90 days of disputed bill due date.
- 5) Sewer averaging charge increase can be disputed up to ninety (90) days once charge has been updated on account.
- 6) Evidence of reduced consumption in the following billing period is required before adjustment is processed.