

ABATEMENT POLICY

TAYLOR WATER AND WASTEWATER BILLS

City of Taylor Water and Wastewater, may abate a portion of a bill for no more than two (2) consecutive billing periods for water and/or wastewater service. The customer must request in writing that the City of Taylor abate the charges within ten (10) days after the high consumption. Failure to make a timely request shall be a waiver of the Customer's right to seek abatement. An abatement may be considered under the following conditions.

Abatement Due to Leak:

(a) CONDITIONS:

1. The leak must be underground (not Irrigation related), within a foundation, or inside a wall, excluding pools, and fountains, or auxiliary water sources. i.e., cisterns, wells, etc.
2. The leak must not be caused by the actions of the customer or any other person, such as but not limited to: bulldozing, digging, lack of maintenance or a vehicle running over the line, except when the outside action is on public right-of-way beyond the customer's control for which there is no indication that the customer was negligent.
3. Satisfactory evidence of repairs must be presented. (i.e.: photos repair bills, statement from plumber). In all cases the leak must be repaired to the satisfaction of the City of Taylor.

(b) ABATEMENTS:

After reviewing all the evidence and facts in the case, the City of Taylor may abate the charges. The City of Taylor's decision shall be as follows:

1. The customer will be required to pay their monthly bill based on the previous 12 months average for water and wastewater and, the minimum charge per 1,000 gallons for water and wastewater usage
2. If it is proven that the water was not treated through the wastewater system, the sewer portion of the bill will be adjusted based on the previous twelve (12) months average.

When previous consumption history is unavailable, the City of Taylor will use a monthly average of a comparable residential user. For all other users, The City of Taylor will use an average derived from similar users in its service area (ex: restaurants, laundries, other commercial users).

(c) TERMS:

For leaks, the City of Taylor will only consider a maximum of one (1) abatement within a single twelve (12) month period on each Premise's served.

Disputed, Unusually High Consumption:

(a) CONDITIONS:

1. Unusually high consumption shall be defined as consumption which causes the water bill to be higher than historical usage, (i.e.: running toilets, running hoses, excessive water use either identified or unidentified.)
2. The unusually high consumption must be disputed and is not the result of severe weather, a leak, 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 negligence.
3. If it is proven that the water was not treated through the wastewater system, the sewer portion of the bill will be adjusted based on the previous twelve (12 month average).

(b) ABATEMENT:

After reviewing all the evidence and facts in the case, the City of Taylor may abate the charges. The City of Taylor decision shall be a decision as follows:

1. The customer will be required to pay their monthly bill based on the previous twelve (12) months average for water and wastewater and the minimum charge per 1,000 gallons for water and wastewater usage.

Additional wastewater adjustments will not be considered for high, disputed water usage. When previous consumption history is unavailable, the City of Taylor will use a monthly average of a comparable residential user. For all other users, the City of Taylor will use an average derived from similar users in its service area (ex: restaurants, laundry, other commercial users).

2. TERMS:

For disputed, unusually high water consumption, the City of Taylor will consider a maximum of one (1) abatement, within a sixty (60) month period on each premises serve.

Leaks Resulting Severe Weather:

(a) CONDITIONS:

The leak is the result of severe weather conditions (i.e. hurricane, tornado, etc.) which caused damage to the customer's water lines, as determined by the City of Taylor.

(b) ABATEMENT:

After reviewing all the evidence and facts in the case, the City of Taylor may abate the charges. The City of Taylor shall be a decision as follows:

1. The customer will be required to pay their average monthly bill based on the previous twelve (12) months average for water and wastewater and the minimum charge per 1,000 gallons for water and wastewater.
2. If it is proven that the water was not treated through the wastewater system, the sewer portion of the bill will be adjusted based on the previous twelve (12) month average.

When previous consumption history is available, the City of Taylor will use a monthly average of a comparable residential user. For all other users, the City of Taylor will use an average derived from similar users in its service area (ex: restaurants, laundries, other commercial users).

(c) TERMS:

For water loss due to damage resulting from severe weather conditions, the City of Taylor will consider abatements following incidents of declared severe weather conditions.

Other Conditions

If the City of Taylor determines that the customer's service lines are in need of replacement, it shall so notify the customer, who shall not be eligible for any further abatement until the service lines have been replaced.

It shall be the customer's responsibility to formally request a meter turn off. Water service will not be turned off when high consumption is evident without a formal customer request.

Only one abatement will be granted for any condition within a twelve (12) month period.

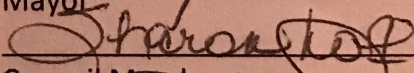
Approved and Adopted this the 4th day of April, 2017.

CITY OF TAYLOR, ALABAMA

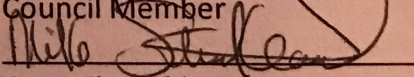
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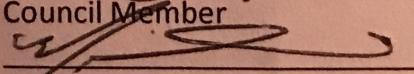
Mayor



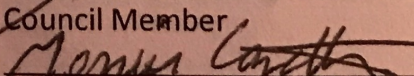
Council Member



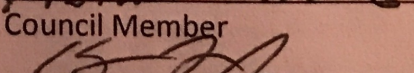
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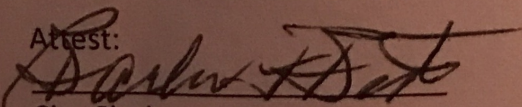


Council Member



Council Member

Attest:



City Clerk