



REFUND & BILLING ADJUSTMENT POLICY

Water, sewer, and garbage collection services are irrevocable goods, therefore the City does not issue refunds once the service is accomplished. However, the City realizes that exceptional circumstances can take place that may require billing adjustments. The City's policies regarding billing and leak adjustments are as follows:

Billing Adjustments

If the City has inadvertently overcharged or under billed a customer for utility services or garbage/tipping fees, the City will promptly notify the customer. The City will reimburse or credit up to twelve (12) months for billing errors immediately preceding the discovery and report of the error.

1. Should the mistake be in the customer's favor, the City will credit the customer's account in that amount. If the period of the mistake cannot be determined, the City will credit the account based on a six (6) month average consumption. The error must be determined within twelve (12) months of the billing. If the exact amount of the excess charge cannot be determined, the City will estimate the amount due based on a six (6) month average of consumption.
2. If the City has inadvertently undercharged a customer for utility services or garbage/tipping fees, the City may collect the amount due for up to six (6) months preceding. If the period of the mistake cannot be determined, the City will bill and collect based on a six (6) month average consumption. If the exact amount of the undercharge cannot be determined, the City will estimate the amount due based on a six (6) month average.
3. If an undercharge has occurred because of meter tampering, the City shall receive the overdue amount in full in addition to the meter-tampering fee.
4. If an overcharged customer owes the City on another account, the City may apply the credit to the outstanding account.
5. The City of Clinton may adjust a utility customer's bill in the event of seasonal filling of swimming pools. Adjustments shall be made in accordance with the following policy.
 - Adjustments shall be authorized a maximum of one (1) time per year.
 - The customer shall be responsible for notifying the City Utility Billing Department to report a pool will be filled during a particular billing cycle. The City will read the meter before and after the pool has been filled.
 - No adjustment shall be made for the water consumption.

- An adjustment may be made for the sewer consumption. The sewer charge for a billing cycle during which a pool was filled shall be calculated based on the usage from the City readers to fill the pool.

Leaks and Water Line Breaks – Sewer Adjustment

A customer requesting a leak adjustment shall provide the City with documentation that leak did exist including when it was discovered, the location of the leak, and a copy of the plumber's invoice showing date the leak was repaired. Upon receipt of this documentation, the City shall determine the customer's average monthly usage of sewer rates. If a six (6) month average is not available, the average will be based on 300 cubic feet of water usage. All **sewer** charges over the average shall be released. Depending on the cost of the water bill after the above adjustments, the City Manager or Finance Director may allow the customer a reasonable time to pay the bill. No sewer adjustments due to leaks shall be made without documentation and until the leak is repaired.

The City will only provide adjustments on the sewer portion of a bill for the following reasons:

- Leaks underground or in walls,
- Frozen and burst pipes,
- Irrigation system or outdoor spigot leaks,
- Faulty water heaters or pressure reducing valves,
- Vandalism to plumbing verified with a police report.

No adjustment shall be made when the request for the adjustment is received more than sixty (60) days after the billing date of the bill to be adjusted in the case of an active customer, or thirty (30) days after the billing date of a final bill. Exceptions will only be made if there is proof for extraordinary circumstances, such as the customer was in the hospital or out of town during the period in question.

A complete version of the *City of Clinton Customer Service Policy* is available [here](#).

Contact Us

910-299-4909 (phone)

910-592-7416 (fax)

Receiving a Refund

In the event a billing adjustment requires a refund, the City will issue a check for the refund. Customers should receive refunds within four (4) weeks of contact with the Billing and Collections Department regarding the reason for the refund.