

CITY OF MILAN DEPARTMENT OF PUBLIC UTILITIES

POLICY BULLETIN NO. 8-12

SUBJECT: BILL ADJUSTMENTS

Approved: March 29, 1990 and ratified December 19, 1991

Amended: January 9, 2001

ELECTRIC

No adjustments will be made to electric bills except in cases of faulty metering, meter reading error, or in case of incorrect application of rate classification. No adjustment can be made for a period greater than 36 months.

WATER AND SEWER

Water and sewer bills may be adjusted when caused by burst pipes inside or outside a home or business due to extreme cold weather or due to hidden underground leaks and only when such leaks result in water use increase greater than 25% of the past six (6) months average use. Customers approved for leak adjustments will be given credit for 50% of the excess of the past six (6) months water consumption and 100% of the excess of the past six (6) months sewer consumption* provided the excess is 25% greater than the past six (6) months average.

Dripping faucets, running commodes and other visible leaks will not be adjusted except in unusual circumstances. Customers approved for leak adjustments will be given credit for 50% of the excess of the past six (6) months water consumption and 50% of the excess of the past six (6) sewer consumption provided the excess is 25% greater than the past six (6) months average.

Meter reading errors will be adjusted when found.

* Only change from previous policy.