

MILAN PUBLIC UTILITIES AUTHORITY

POLICY BULLETIN NO. 26-1

SUBJECT: BILL ADJUSTMENTS

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

Amended: January 9, 2001, MPUA January 9, 2025, MPUA March 12, 2026,
Modified September 15, 2026

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

As of July 1, 2026, Milan Public Utilities Authority no longer adjusts for water leaks caused by burst pipes inside or outside the home or business due to extreme cold weather or due to hidden underground leaks. MPUA has partnered with Water Leak Relief, an insurance company, to provide relief from excess charges on eligible water leaks. The program will pay the difference between the customer's high-water bill and the average of their last 12 water bills, up to the utility selected amount of coverage. There is no deductible for these claims, and the customer fee will not increase if they make a claim. MPUA will no longer make water adjustments for leaks.

Dripping faucets, running commodes, and other visible leaks may be considered claimable under Water Leak Relief Insurance only in unusual circumstances where excessive water use occurred and the customer could not reasonably have been aware of the issue within an appropriate time frame.

Pool Fills: Customers who notify the utility before filling a swimming pool may receive a sewer adjustment. When advance notice is provided, the sewer portion of the bill may be adjusted to remove the water volume used solely to fill the pool, since that water does not enter the sewer system.

- The full water usage will remain billed.
- The sewer usage will be reduced by the documented or calculated gallons used for the pool fill.

Meter reading errors will be adjusted when found.