

RESOLUTION 08-35

**A RESOLUTION AUTHORIZING
A UTILITY ADJUSTMENT POLICY**

WHEREAS, the City of Spring Hill, Board of Mayor and Aldermen, hereby authorizes adjustments to utility customer accounts as described herein. Adjustments may be made due to the following circumstances: water leaks, pool fill ups, billing errors, allowance for indigency, or other circumstances as determined by Staff and approved by the Finance Director and/or City Administrator.

WHEREAS, in compliance with the Internal Control and Compliance Manual for Tennessee Municipalities, Title 3, Chapter 3, Section 3 and Section 4, the city of Spring Hill Finance Director and/or the City Administrator will ensure that charges disputed by customers are investigated and adjustments are approved in accordance with this policy. Documentation of each adjustment will hereby be required and retained. Adjustments to billings for meter reading and other errors will be recorded in the billing register.

WHEREAS, Title 18 of the City of Spring Hill Municipal Code states that the customer is responsible for the maintenance, repair and replacement of all water and wastewater utility service lines on the customer's side of the water meter and wastewater line inspection point. The customer shall be responsible and pay for all water that passes through a water meter. If the City of Spring Hill detects unusually high consumption, the City will attempt to notify the customer. Lack of notification will not release a customer from payment obligation, nor extend the due date. The customer is responsible for maintenance of their plumbing. Failure to make timely repairs may disqualify a customer for a leak adjustment.

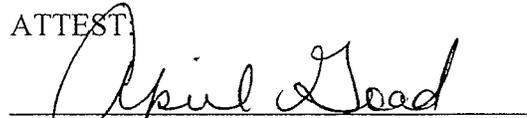
WHEREAS, The City of Spring Hill hereby requires a verbal or written request from the customer along with essential certifications or documentation be received by the Water Department office within 30 (thirty) days of the billing period of leakage. Acceptable documentation includes a plumber's certification for repairs, or homeowner's certification that repairs were made including attachment of receipts.

WHEREAS, Customers shall be allowed no more than one billing adjustment during any 365-day period, for leaks on the customer's premises. The calculation for adjusting leaks will be based on the average of water consumption of the immediate past six months, prior to the time of the leak.

NOW, THEREFORE BE IT RESOLVED, by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee that the City of Spring Hill approves this Utility Adjustment Policy.

Passed and adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee, this 15th Day of September, 2008.


Danny M. Leverette, Mayor

ATTEST:

April Goad, City Recorder

LEGAL FORM APPROVED:

Timothy P. Underwood, City Attorney

**CITY OF SPRING HILL
UTILITY ADJUSTMENT AUTHORIZATION FORM
WATER DEPARTMENT**

Pursuant to Municipal Resolution #08-35, Spring Hill Water Works authorizes an adjustment on the following utility account:

Date: _____ Account # _____
Name on _____
Account: _____ Service _____
Address: _____

Reason For Adjustment: Water Leak Other
Pool Fill Up Explain: _____
Billing Error _____

Calculation:

Current Bill

Average Bill

Adjustment Amount

Revised Bill

Approved by: _____

Finance Director or City Administrator