

West Carteret Water Corporation - Adjustment Guide

- To request an adjustment on an account, the account holder must write a letter or complete an adjustment request form from the Water Corporation. State what the problem was and the date repaired. Be sure to include the account #, name, and contact information. To verify a repair, attach copies of any receipts or invoices if available.
- Each account is only eligible to receive **one adjustment every 12-month period**. Therefore, water usage from a leak should be substantially above the average to be considered for an adjustment.
- **Adjustments are not automatically granted just because they are requested.** There are some situations or locations that may not be eligible for adjustments. These include, but are not limited to:
 - leaks in irrigation systems including water hoses
 - outside hose bibs, spigots, or yard hydrants
 - leaks in waterlines to docks
 - situations of negligence where it appears the usage could have been avoided by the account holder.

Some examples of this are high usage that occurs during a winter freeze where the account holder did not take the usual steps to prevent the pipes from freezing and breaking or failure to turn off the water during a hurricane evacuation.

- All usage from a leak must be billed to the account before the adjustment can be calculated and processed. Please be patient. **It sometimes takes 1 to 3 months to complete the adjustment process depending on when the leak occurred in relation to the billing cycles.**
- While waiting for an adjustment, please pay the **average** amount of your bill. You may also pay the total balance and then have the account credited. Any penalties incurred on the account during the process will be deducted along with the adjustment for the water leak. A past due amount may be shown on your next bill while waiting for the adjustment, but the account is in no danger of disconnection as long as the request for an adjustment has been received by the Corporation and is pending.
- Adjustments are calculated based on the six-month average for the account. The Corporation absorbs 50% of the excess above the average, which is determined by subtracting the six-month average from the leak bill. This results in a slightly higher than normal bill for the customer, but being a non-profit member-owned company, it is not possible for the Corporation to absorb 100% of the excess.
- **No adjustments will be given for amounts less than \$40.** In cases where the adjustment is questionable, the Corporation will send a yellow postcard to be signed and returned to the Corporation in order to receive the adjustment.
- Where a request for an adjustment is questionable due to negligence on the part of the account holder, the adjustment request may be rejected or denied.
- **PLEASE KEEP THIS PAGE FOR YOUR RECORDS.**