

Georgetown Municipal Water & Sewer Service Filling of Swimming Pools & Sewer Adjustments

Adjustments

- Each customer having a swimming pool may have a one time per year adjustment (on sewer only) for filling the pool.
- The customer should contact the GMWSS office when the bill covering the filling of the pool is received.
- For existing customers, the high usage must be in excess of 1.5 times the average usage of the customer before the sewer usage will be considered for adjustment.
- For new customers, the high usage must be in excess of 1.5 times the system average usage of 5,000 gallons per month before the sewer usage will be considered for adjustment.
- At the discretion of the Customer Service Department; a GMWSS service worker may be required to verify the existence of the pool before an adjustment can be given.

Computation of Adjustment

- An existing customer's sewer bill will be adjusted to the average monthly consumption.
- A new customer's sewer bill will be adjusted to the system average of 5,000 gallons per month.

Filling of Pool by GMWSS

- GMWSS will fill a customer's pool from a fire hydrant when available for a \$25.00 fee plus the customer will pay for the water used.
- This service can be arranged by contacting the GMWSS office and scheduling the time.

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Georgetown Municipal Water & Sewer Service Sod & Landscape Adjustment Policy

Adjustments

- A one-time sewer adjustment can be made for the watering of **new** landscaping (sod, seeding, shrubbery).
- If the necessity extends over two (2) months billing period, both months will be adjusted.
- The customer should contact the GMWSS office when the bill covering the watering of landscape is received.
- This adjustment does not include any other type of lawn care.
- For existing customers, the high usage must be in excess of 1.5 times the average usage of the customer before the sewer usage will be considered for adjustment.
- For new customers, the high usage must be in excess of 1.5 times the system average usage of 5,000 gallons per month before the sewer usage will be considered for adjustment.
- At the discretion of the Customer Service Department; a GMWSS service worker may be required to verify the existence of the new sod or landscaping before an adjustment can be given.

Computation of Adjustment

- An existing customer's sewer bill will be adjusted to the average monthly consumption.
- A new customer's sewer bill will be adjusted to the system average of 5,000 gallons per month.

Additional Meters for Landscape Watering

- The customer has the option of paying a connection fee and having a meter installed for watering purposes.
- The bill would include only water usage and no sewer usage.

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Georgetown Municipal Water & Sewer Service Water Leak Adjustments

Adjustments

- Each customer system-wide can be given an adjustment for a verified service-line break when accompanied by a plumber's statement or other appropriate documentation.
- Each customer is limited to one adjustment per year and twice in a five (5) year period for each customer service.
- For existing customers, the high usage must be in excess of two (2) times the average usage of the customer before the leak will be considered for adjustment.
- For new customers, the high usage must be in excess of two (2) times the system average usage of 5,000 gallons per month before the leak will be considered for adjustment.

Computation of Adjustments

- For existing customers, the adjustment will be equal to $\frac{1}{2}$ of the excess over the customer's average bill.
- For new customers, the adjustment will be equal to $\frac{1}{2}$ of the excess over the system average of 5,000 gallons per month.
- The customer will pay the amount of their average bill plus half of the leak, with the customer portion of the leak payment not to exceed \$250.00.
- The adjustment may be spread over two months if the leak occurred during two consecutive bill cycles, with the customer portion of the leak not to exceed \$250.00 over the two billing periods.
- Water & sewer customers shall be entitled to an adjustment on both the water & sewer portion of the bills, along with other applicable taxes and fees.
- Water customers shall be entitled to an adjustment of the water portion of the bill, along with other applicable taxes and fees.

Water Leaks Not Eligible for Adjustment

- Repetitive leaks that are a consequence of deteriorating lines and/or other faulty equipment that have not been repaired to GMWSS' specifications are not eligible for further adjustments.
- These adjustments **do not** include commode leaks.

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