



BILL ADJUSTMENT POLICY

This policy allows water customers to request an adjustment to their bill.

REQUEST FOR ADJUSTMENT

Richland County Utility customers have the opportunity to request a bill adjustment to their water bill if they experienced a high water bill due to a break in their service line or a water leak in their home. In order to request a bill adjustment, customers must fill out and execute the "REQUEST FOR BILLING ADJUSTMENT" form, which is located on the Utilities Department webpage, <http://rcgov.us/Government/Departments/Utilities.aspx>. Completed forms can be returned in person, faxed to **803-401-0030**, or mailed to Richland County Utilities, 7525 Broad River Road, Irmo, SC 29063. Requests for adjustments must be submitted within 90 days of receipt of the bill in question.

ADJUSTMENT JUSTIFICATION

All requests for adjustments to monthly water bills must be accompanied by a written justification submitted by the person requesting the adjustment, and shall include copies of any documentation supporting the request. For example, adjustment requests that are made because of a leak in the customer's water lines must be accompanied by proof that the leak has been repaired (i.e. copies of repair bills or materials bill for leak repairs.) Each request for adjustment will be considered on a case-by-case basis, depending upon the justification documentation submitted by the customer.

APPROVAL OF ADJUSTMENTS

All adjustments that would result in a reduction of a monthly water bill may be approved or denied by the Richland County Finance Department.

METHOD OF ADJUSTMENT

All adjustments will be based on an average of the preceding six (6) months consumption at the current billing rate. In the event that a customer who requests an adjustment has been a customer of Richland County for less than six (6) months, the average will be calculated using the number of months as a customer. In the event that the customer requesting the adjustment has been a customer for two (2) months or less and an accurate average cannot be calculated, then the system wide average usage per month will be used to calculate the adjustment.

ADJUSTMENT TIME PERIOD

Adjustments will be approved for not more than one (1) month of billing.

FREQUENCY OF ADJUSTMENTS

Adjustments will only be allowed once per twelve (12) month period for each account. The adjustment time period will be based on the account history as shown in the Richland county Finance Department's account billing registry.



Richland County Utilities

POLICY EXCEPTIONS

Any adjustment to an account that is made because of a billing error by Richland County or because of damage caused by Richland County, or a subcontractor of Richland County, will be exempt from this policy in order to expedite any corrections that need to be made.