

# City of Pleasant Hill

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[www.pleasanthill.com](http://www.pleasanthill.com)

## One-Time Sewer Consumption Adjustment Form

Customer Name		Date of Application	
Utility Account Number		Selected Adj. Month	
Service Address			
Phone Number			

Please briefly explain what the water consumption was used for that did not enter the sewer system:

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\*By signing below, I am certifying that the above statements are true and accurate to the best of my knowledge and that I may be liable for any false or misleading information submitted for the purpose of avoiding paying for water used and discharged into the sewer system.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

FOR OFFICE USE ONLY			
Date Received		Clerk's Initials	
Actual Consumption		Calculated Winter Average	
Approved		Approved by	

Adjustment Amount			
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*It is the burden of the account holder to establish entitlement to the adjustment. The City reserves the right to investigate any usage in conjunction with this waiver and to delete this waiver if any information is found to establish that the water consumed is not being used consistent with the usage as set forth by the account holder in this form.*

*The following is an excerpt from the City’s policy manual on the calculation of bills and how sewer credits will be handled:*

**Calculation of Bills:** On November 8, 2010, the Pleasant Hill City Council passed resolution 10-525 that changed the method the sewer bills would be calculated. The resolution allows for procedures to be established and implemented by staff to make adjustments for those customers who will experience higher water consumption not intended to reach the City’s sewer system.

The policy allowing for credits/adjustments to be given to a customer in the event they can justify that they will be using higher than normal amounts of water that will not enter the City’s sewer system has changed. Effective immediately the customers will have the following options.

Option One (1):

Customer’s sewer charges will be billed based on the actual consumption of water that is registered on their water meter.

- Addendum to Option One (1): Customers that do not consistently use high volumes of water and wish to remain billed on an actual basis will be allowed a once per year adjustment for excessive water use, filling a pool, etc. The adjustment will be given based on a difference of the actual consumption from the winter average\*\*.

Option Two (2):

Customer’s sewer charges will be billed based on a winter average\*\*. Customers who select this method will pay the calculated winter average from April 1 until March 31 of the following year. Customers will be required to opt in to the winter averaging system by March 1 of each year. No additional adjustment or credits will be given to customers in this category.

\*\*The City has calculated that the average household uses 3,750 gallons of water per month during the selected winter months. In the event a customer’s winter average does not meet the average household calculation, they will be billed for 3,750 gallons and all one (1) time adjustments will be given based the customer’s winter average, or the community winter average, whichever is greater.

The community household winter average will be calculated annually based on the trends of the previous year.

Starting with January 2015, the winter averaging form will be sent out with the January water bills to all customers. They will have until March 1 to remit the form to the City Clerk, stating that they are voluntarily choosing to be placed on a winter averaging. The average amount will then be billed starting with the April bill and no changes will be allowed to be made until the enrollment period of the next year.