

### **ACCOUNT ADJUSTMENT POLICY**

The Forest Hills Metropolitan District (District) hereby adopts the following account adjustment policy for billing associated with water and sanitary sewer services. The District does not automatically forgive excessive water usage, however, in extreme circumstances the Board will review individual account adjustment requests initiated by the customer through the process described below. The District Manager shall have the authority to adjust accounts based on clear evidence of errors (meter reading errors, data entry errors, etc.) and as directed by the Board. The Billing Contractor shall have no authority to adjust accounts, unless directed by the District Manager.

All account adjustment requests, initiated by a customer, shall include the following information:

1. A written request for adjustment via e-mail to the District Manager ([management@fhmd.net](mailto:management@fhmd.net)), describing the nature of the situation, including customer name, address, account information, billing month to be considered for adjustment, and reason for adjustment.
2. Supporting documentation including invoices for repairs made, affidavits/testimony, correspondence, and any other information relevant to the request.
3. A request must be received by the 8<sup>th</sup> day of the month in which it is to be considered; and any requests received thereafter will be considered the following month.

The Board will consider the account adjustment at the next Board meeting. If the account adjustment is approved, the District Manager will adjust the water usage, considering both the past 3 months of usage and the usage during the same month in the previous year, arriving at an average water usage based on the available information. The remaining excess water usage and resulting water usage fees will be adjusted as directed by the Board. Late fees may be dismissed as directed by the Board. Base water and sewer fees will not be adjusted.

Account adjustments will not be granted to customers for chronic high water usage. Customers who do not have a smart water meter are not eligible for account adjustments. Customers previously granted an account adjustment will not be eligible for additional account adjustment for a period of five (5) years.

This policy supersedes and replaces any and all previous District account adjustment policies.