



HUMBOLDT UTILITIES

GENERAL POLICY – WATER/SEWER ADJUSTMENTS

Although the customer is responsible for all water usage through the meter regardless of circumstances, Humboldt Utilities recognizes that unusual circumstances may occur which are not necessarily the result of carelessness or negligence on the part of the customer. When these situations occur the Department will adjust the water/sewer bill using the following guidelines:

1. Adjustment will be for two months if necessary.
2. Past six month's usage will be used to determine average or normal use.*
3. Adjusted bill will be normal water usage plus one-half the amount above normal.
4. Sewer charges will be for average usage only.*

*The Department reserves the right to determine or estimate consumption by other methods if the past six month usages are not reflective of present consumption. The Department also reserves the right to determine adequate sewer charges if unusual circumstances are involved.