

**CITY OF SOUTH MILWAUKEE
WATER AND WASTEWATER COMMISSION
WATER AND SEWER BILL ADJUSTMENT POLICY
NOV-2022**

- OBJECTIVE:** As an act of goodwill and good public relations, the South Milwaukee Water and Wastewater Commission will consider requests to adjust customers' combined Water/Sewer bills that exceed the normal average billing total. This policy shall govern these requests to ensure fairness to the customers and to the city.
- RATIONALE:** Customers occasionally receive Water/Sewer bills that are higher than normal and seek some relief. These bills may be higher because of water leaks, breakdown of equipment, or malicious vandalism. The Water and Wastewater Commission may consider granting a one-time adjustment per account, for the duration that the property is owned by the same individual or entity. Higher bills that are the result of carelessness or owner negligence shall not be considered for adjustment. Higher bills due to rate increases, pool filling, and irrigation shall not be considered for adjustment.
- CONSIDERATIONS:**
1. The normal average billing total shall be calculated using the water meter readings from up to the three previous years.
 2. Sewer usage charges that exceed the normal average billing total in one billing period may be adjusted to an amount up to the entire overage, depending on circumstances, upon review and approval by the Water and Wastewater Commission.
 3. Water usage charges that exceed the normal average billing total may be adjusted in accordance with PSC 185.35 (6).
 4. In addition to the adjustment granted toward the high bill, a further adjustment may be given for usage into the next billing cycle, over a period of no more than three weeks, which was affected by the same leak before it was identified.

5. Industrial, commercial, and public users may install deduct meters on water lines or process lines that do not discharge to the sanitary sewer system in order to gain an adjustment on ongoing sewer bills. The Wastewater Superintendent must approve all meter installations and a system of recording the flow volume from the deduct meters. Deduct meters shall be purchased, installed and maintained by the customer, and shall be subject to any applicable plumbing code.

6. All Water/Sewer bill adjustment requests must be made in writing by the owner of the property and addressed to the Water and Wastewater Commission. The letter should describe the cause of the leak/excessive usage and explain how the problem was resolved.

7. The Water and Wastewater Commission reserves the right to use any and all resources available to determine the validity of an adjustment request, and to justify the approval or denial of said request.

8. The decision of the Water and Wastewater Commission is final.

Effective this first day of July, 2004.

Revised April 24, 2008.

Revised 2012

Revised 2020

Revised 2022