

## **7. Unexplained Usage/Theft**

Once per year a potable water adjustment may be made to a utility account for residents who have an unexplained usage spike or theft that results in usage that is 50% higher than their previous billing cycle. For resident to be eligible for an unexplained usage credit the following conditions must be met:

- 7.1 The utility account must be in good standing with no past due balances;
- 7.2 The utility account has not had an adjustment within the previous 12 months;
- 7.3 The utility account has at least 4 months of usage history or two billing cycles;

If all the above conditions have been met, the resident must request in writing to Gateway Services Utility Department a request for credit within 60 days of unexplained event or theft.

Adjustments shall be calculated at the most current rate using the customer's average sewer usage during the previous (2) billing cycles. The adjustment shall not exceed 12,000 gallons per account. Any approved adjustments will be posted to the customer's account within 30 days of written request.