

Henderson-Nina Water System
1394 Henderson Hwy.
Breaux Bridge, La. 70517
(337) 228-7458

Bill Adjustment Policy

This policy gives office personnel authority to make an adjustment to a customers water bill if or when a customer discovers a water leak after loosing a considerable amount of water.

Section 1:

A bill adjustment is allowed only once per calendar year per meter service and can include two bills if the leak went undetected through two billing cycles.

Section 2:

The bill can only be adjusted to 50% of the water lost. The water lost is the amount over the customers average water usage.

Section 3:

Any customer who does not make an honest effort to repair a water leak will not be allowed an adjustment.

Section 4:

The Board of Directors reserves the right, by a majority vote, to amend this policy at any time allowing further adjustments.

Repealer: Any policy or parts thereof in conflict are hereby repealed.

Policy approved by the Henderson-Nina Water System Board of Directors

Date: September 15, 2003