

Hibbing Public Utilities  
Policy Number: CUST113water/sewer credit  
Date: March 28, 2017

**Subject: WATER/SEWER SERVICE – CREDIT**

The purpose of this policy is to establish a guideline as to when and how a customer's account should be credited for above average water/sewer usage caused by an unanticipated event or malfunction.

Customers looking to receive a credit on high water usage must first fill out a Hibbing Public Utilities Commission Policy Exemption Form. If it is determined the customer is eligible for a credit, the below procedure will be followed:

1. The customer's bill will be adjusted upon verification of a water leak and repair. Verification of the leak includes visual confirmation or a higher than normal meter reading as reported by Hibbing Public Utility personnel. Confirmation of repair includes producing receipts from a repair company, producing receipts indicating parts needed to complete the repair, or a visual inspection conducted by Hibbing Public Utility personnel.
2. High water usage will **NOT** be credited for recreational usage such as filling swimming pools, garden watering, pressure washing, etc.
3. Water usage for the month in question will be billed out to the customer's (6) month average. All usage above the (6) month average will be billed out at half the current lower water tier's cost. Sewer will be billed out at half the current rate.
4. To determine the water credited, refer to the Water/Sewer Credit form.
5. All refunds will show up as a credit on the next billing cycle.

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Adopted by Commission Action