

Customer Adjustment Policy

If a customer receives charges for penalties or services that they feel unfair, excessive, or unreasonable, which are not covered under any other adjustment policy, they may present to the District a written request that management or the Board reviews those charges for a possible adjustment. Included with the customer's request must be documentation as to the reason they feel an adjustment should be made, or the circumstances upon which they base their request.

If a request appears to have sufficient merit, there seems to be no negligence on the customers part, and other criteria (such as those set forth in the leak adjustment policy) are met, THEN the BOARD OF COMMISSIONERS OF THE WEST WARREN-VIOLA UTILITY DISTRICT authorizes the manager or the assistant manager to make said adjustments up to an amount of \$500 (dollars). The entire Board must review any adjustment exceeding that amount.

RECORD KEEPING DURATION

All records regarding returned checks/drafts shall be kept a minimum of five years.

Adoption Date: February 20, 2007

Effective Date: February 20, 2007