

MAR 12 2014

TIMBERON WATER & SANITATION DISTRICT

ORIGINAL RULE NO. 23

ADJUSTMENTS TO WATER CHARGE

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A. TWSD may adjust the water charges as billed where all of the following conditions have been met. X  
X

1. The amount billed is much higher than the District customer is normally billed for a comparable month. X  
X

2. The customer proves to the satisfaction of the manager that the reason for the high usage is an extraordinary condition related to the water pipes on the customer's side of the meter, such as a broken pipe or shut off valve but not including leaking faucet washers, faulty pressure relief valves or other related home plumbing systems. X  
X  
X  
X

3. Such claims must be verified by a District water employee. X

4. The customer provides proof that the condition has been repaired. X

B. If the District customer proves the requirements are met, the District may provide a discount after verification by a District water employee (3 above) and proof that the condition has been repaired (d above). Said documents would be calculated on the quantity of water used and billed at the lowest commodity charge rate for an average month. For the purpose of this provision, the term "average comparable month" shall mean the same month of the year in the previous three years, or if these months are not comparable by reasons of change in occupancy or other reasons, any other month determined to be comparable by the manager. X  
X  
X  
X  
X  
X  
X

C. Discount adjustments shall not be made more than once for any one property/residence. X

D. If the District customer and the manager are unable to agree on any adjustment under this rule, the matter may be appealed to the TWSD Board of Directors. X  
X

**EFFECTIVE**

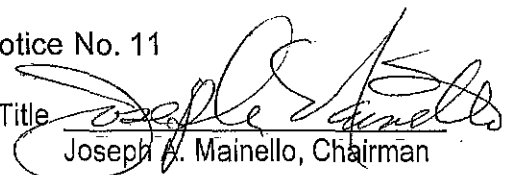
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REPLACED BY NMPRC  
Operation of Law

BY

Advice Notice No. 11

Signature/Title



Joseph A. Mainello, Chairman