



Arapahoe County Water and Wastewater Authority
13031 E Caley Avenue, Centennial, CO 80111 (303) 790-4830, FAX (303)790-9364

UNCONTROLLABLE WATER USAGE POLICY

In the case of a water leak or other uncontrollable circumstance, a customer may apply for a lower tier rate by submitting a letter stating the issue and a method and date for a solution that is satisfactory to ACWWA.

The customer, at the sole discretion of ACWWA, may be issued a credit for the difference between the tier originally billed and a lower tier based on prior usage. The calculation of the credit amount is at the sole discretion of ACWWA.

If a credit is issued, it will be issued only after the customer submits satisfactory proof of the solution (on or before the date agreed upon). If the customer does not correct the issue by the date agreed; no adjustment will be made.

All late fees and interest charges will continue to accrue on the account and will only be adjusted if the issue is corrected by the agreed upon date. If a credit is granted, it will be for the difference between the original bill and the adjusted bill.

Credits that exceed \$3,000 or a period of 3 months from the date that the incident occurred may not be granted without Board approval.



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303-790-4830 acwwa.com

CREDIT REQUEST FOR UNCONTROLLABLE WATER USAGE

Date: _____ ACWWA Acct. No. _____

Customer Name: _____

Service Address: _____

- 1) List the date the issue was discovered:

- 2) Define the issue:

- 3) Define the action to be taken:

I have read the policy defining the request for an uncontrollable water usage credit. I understand that this credit will only be considered if the solution is satisfactory to ACWWA. I also understand that the calculation of the credit is at the sole discretion of ACWWA; that I must show proof that the issue was resolved before credit will be issued; and that if a credit is granted it will not exceed a period of more than 3 billing cycles.

My signature signifies that this agreement has been explained to me and that I understand the agreement and I agree with the terms and conditions.

Printed Name: _____

Signature: _____

Email Address: _____