

**NOTICE OF PUBLIC MEETING OF  
THE CITY OF CHARLESTOWN, INDIANA SANITARY SEWER BOARD**

Notice is hereby given that the Members of the City of Charlestown, Indiana Sanitary Sewer Board will hold a public meeting, at 1 p.m. on Tuesday, March 22, 2022, at 304 Main Cross Street, Charlestown, Indiana 47111.

**Mayor Treva Hodges, President  
Sanitary Sewer Board**

CITY OF CHARLESTOWN  
SANITARY SEWER BOARD MEETING

March 22, 2022

1:00 P.M.

Agenda

1. Opening
  - a. Roll Call – Determination of a Quorum
  - b. Approval of Agenda
2. Public Comment Period
3. Old Business
4. New Business
  - a. Adjustment Policy Resolution 2022-R-3
  - b. WWTP design/construction funding update
5. Adjournment

# CITY OF CHARLESTOWN, INDIANA

## SANITARY SEWER ADJUSTMENT POLICY

EFFECTIVE ON \_\_\_\_\_, 2022

### OVERVIEW

The purpose of this policy is to establish uniform City of Charlestown, Indiana (the “City”) procedures (1) regarding adjustments to customers’ monthly billing for sanitary sewer usage; (2) to establish guidelines for application of adjustments to customers’ monthly bills; and (3) to ensure that the use of billing adjustments is correctly authorized and applied.

It is the City’s policy to provide the highest standard of service to our community in a customer friendly manner. Utilizing an adjustment process supports the City’s efforts to provide high-quality, customer friendly service to the public. For this reason, establishing guidelines should help preserve the benefits provided to our customers from billing adjustments.

The property owner is responsible for maintaining the condition and integrity of their property’s infrastructure. Visually checking for leaks, ensuring that pipes are water-tight, reviewing the water bill monthly and knowing the average usage are some of the things property owners should do to help minimize the cost of the monthly bill and avoid expensive repairs.

Charges for wastewater treatments and sanitary sewer service are assessed using water meters use readings provided by Indiana-American Water Company. As these meters age, they tend to run slower, and usage may not be recorded accurately. In these instances, the customer is undercharged, not overcharged.

Adjustments may be processed and approved by the Office of the Clerk Treasurer or the City’s Sanitary Sewer Board (“Board”) per the following criterion:

- A water leak adjustment for which water did not discharge into the wastewater treatment system;
- Water company (i.e. Indiana-American Water) errors that result in an incorrect reading;
- Late charges improperly assessed due to errors, misapplied payments, adjustment of bills in which ownership of property is transferred or initial connection; or
- For the use of water that did not discharge into the City’s wastewater treatment system

In order to receive an adjustment on a sanitary sewer bill, the customer must submit the appropriate form (see below) to the Utility Billing Office at 304 Main Cross Street, Charlestown, Indiana 47111 no later than 180 days from the invoice date of said bill. Any credit balances that arise from adjustments may only be used to reduce a customer’s account balance. Credit balances may only be used to apply against other accounts if the customer has more than one account in his or her name with the City. The Office of the Clerk-Treasurer may authorize most adjustments, but any adjustment which will exceed \$1,000, is the result of a charge-off for a closed account, is lacking proper documentation, or is the result of uncommon circumstances shall only be effective upon

ratification or approval by the Board. The Clerk Treasurer reserves the right to have any adjustment approved by the Board that she/he deems necessary.

### **WATER LEAK ADJUSTMENTS**

The Clerk Treasurer (or Board) will adjust a sewer bill resulting from a leak which would not discharge into the sanitary sewer system or for the use of water that did not discharge into the City's wastewater treatment system.

A customer seeking to obtain a water leak/other adjustment shall:

1. Complete formal written application (Form A-2) for a leak/other adjustment credit.
2. Obtain proof of leak and the repair through receipts from a licensed plumber or for parts. The application will be considered documentation for other adjustment requests.
3. Form A-2 and proof of leak should be submitted to the Utility Billing Office at 304 Main Cross Street, Charlestown, Indiana 47111 no later than seventy-two (72) hours prior to a meeting of the Board (if requiring Board approval.)

If the adjustment is deemed appropriate and is approved by the Clerk Treasurer (or Board) the sewer portion of the bill will be reduced to the customer's previous 12-month average.

Adjustments for water leaks/other are limited to one (1) customer per location annually unless extenuating circumstances exist such as the water leak continues over two (2) billing cycles. It is intended for this policy to apply to customers responding promptly to a "high" bill and that any plumbing problems are identified and repaired immediately. In order to receive an adjustment for a water leak, the customer must cause the leak to be fixed no later than ninety (90) days after the customer becomes aware or should have become aware of the leak, whichever is earlier.

### **WATER COMPANY ERRORS**

Any errors in billing arising from erroneous information submitted by the water company (i.e. Indiana-American Water) serving the customer's account will be adjusted based upon the data provided by the water company.

### **PENALTY ADJUSTMENTS**

Adjustments will be made to remove any penalties as a result of incorrect or erroneous billing, if the account is otherwise current. Any misapplied payments and incorrect/erroneous billing will be corrected immediately by the Utility Billing Office, once notified, and the resulting penalties reversed that occur as a result of the misapplication of payments or incorrect/erroneous billing only. Any further requests for a reduction of penalties in the same twelve (12) month period must be done by submitting an application (Form A-1) to the Utility Billing Office at 304 Main Cross Street, Charlestown, Indiana 47111.

## **FORMS**

Below are the names of the forms for seeking an adjustment on a City sanitary sewer bill. These forms are available at the Utility Billing Office at 304 Main Cross Street, Charlestown, Indiana 47111 and on the City website: [City Clerk-Treasurer | Charlestown, IN \(cityofcharlestown.com\)](#).

FORM A-1-APPLICATION FOR BILLING ADJUSTMENT CREDIT

FORM A-2-APPLICATION FOR LEAK ADJUSTMENT CREDIT

**CITY OF CHARLESTOWN, INDIANA  
SANITARY SEWER BOARD**

The foregoing *Sanitary Sewer Adjustment Policy* was adopted and passed by the City of Charlestown Sanitary Sewer Board this \_\_\_\_\_ day of \_\_\_\_\_, 2022.

\_\_\_\_\_  
Mayor Treva Hodges, Chairperson

Attested by:

\_\_\_\_\_  
Ryan Hodskins, Secretary/Treasurer

**CITY OF CHARLESTOWN, INDIANA**  
**FORM A-1: APPLICATION FOR BILLING ADJUSTMENT CREDIT**

(For leaks, please complete Form A-2 instead (Application for Leak Adjustment Credit))

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Service Address:

\_\_\_\_\_

Customer Account No.: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Reason for Requesting Billing Adjustment:

Clerical billing error

Suspected meter malfunction

Water company error

Other \_\_\_\_\_

Have you ever received a previous billing adjustment?

No

Yes, approximate year \_\_\_\_\_

Are you a tenant at this property? Yes  No

Landlord's Name: \_\_\_\_\_

Landlord's mailing address: \_\_\_\_\_

We suggest you pay at least the amount of your average bill at this time and pay the current amount for any future bills until the adjustment has been processed. The balance due after your adjustment will typically be higher than your usual bill amount.

\_\_\_\_\_  
Customer Signature

**CITY OF CHARLESTOWN**  
**FORM A-2: APPLICATION FOR LEAK ADJUSTMENT CREDIT**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Service Address: \_\_\_\_\_

Customer Account No.: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Have you ever received a previous billing adjustment?  No  Yes, approximate year \_\_\_\_\_

Date you first noticed leak: \_\_\_\_\_ Date leak repaired: \_\_\_\_\_

Where was leak located?  Inside House  Between house and water meter  In irrigation system

Have you ever received a previous leak adjustment:  No  Yes, approximate year: \_\_\_\_\_

Have you attached a receipt/documentation for leak repair?  Yes  No

If No, briefly describe repair:

\_\_\_\_\_  
\_\_\_\_\_

If No and repair parts were used for this repair or a commercial establishment performed the repair, please explain why receipts are not available? \_\_\_\_\_

Are you a tenant at this property? Yes  No

Landlord's Name: \_\_\_\_\_

Landlord's mailing address: \_\_\_\_\_

Please describe how your leak was identified or provide any additional facts you think might be helpful (or submit an extra page):

\_\_\_\_\_  
\_\_\_\_\_

How much is your total bill? \_\_\_\_\_

We suggest you pay at least the amount of your average bill at this time and pay the current amount for any future bills until the adjustment has been processed. The balance due after your leak adjustment will typically be higher than your usual bill amount.

\_\_\_\_\_  
Customer Signature

BEFORE THE CHARLESTOWN SANITARY SEWER BOARD

RESOLUTION NO. \_\_\_\_\_

**RESOLUTION OF THE CHARLESTOWN SANITARY SEWER BOARD ADOPTING A SANITARY SEWER ADJUSTMENT POLICY FOR THE CITY OF CHARLESTOWN, INDIANA**

**WHEREAS**, the City of Charlestown, Indiana (the “City”), owns and operates a sanitary sewage utility works (the “Utility”) for purposes of collection and treatment of wastewater;

**WHEREAS**, the Charlestown Sanitary Sewer Board (the “Board”) has been created as a body corporate and politic, in and under the authority of IC 36-9-23, to supervise and control the Utility; and

**WHEREAS**, in order to (1) establish uniform procedures regarding adjustments to City customers’ monthly billing for sanitary sewer usage and (2) ensure said adjustments are correctly authorized and applied, the Board now intends to adopt the City of Charlestown, Indiana Sanitary Sewer Adjustment Policy (“Adjustment Policy”).

**NOW, THEREFORE, BE IT RESOLVED BY THE CHARLESTOWN SANITARY SEWER BOARD, THAT:**

1. The Board hereby adopts the Adjustment Policy, substantially in the form attached hereto as Exhibit A.
2. The Board hereby approves the (a) Application for Billing Adjustment Credit and (b) Application for Leak Adjustment Credit, substantially in the form attached to the Adjustment Policy.
3. The Adjustment Policy shall be effective immediately upon this Resolution’s passage and approval.

**ADOPTED BY THE CHARLESTOWN SANITARY SEWER BOARD** this 22<sup>nd</sup> day of March, 2022.

\_\_\_\_\_  
Mayor Treva Hodges, Chairperson

ATTEST:

\_\_\_\_\_  
Ryan Hodskins, Secretary/Treasurer

**EXHIBIT A**

**City of Charlestown, Indiana**  
**Sanitary Sewer Adjustment Policy**  
*(attach)*