



Department of Public Works

Courtesy High Consumption Adjustment Form

Owner Information

Name: _____ Account Number: _____

Mailing Address, City, State, and Zip Code: _____

Telephone Number: _____ Cell Phone Number: _____

E-Mail Address: _____

High Consumption Occurrence Description and Submission Checklist

Date(s) or time period of occurrence:

Description of occurrence:

- Submission Checklist:
- Receipt from a licensed plumber attached.
 - Receipt for repair materials and equipment attached, when work performed by a non-licensed plumber.
 - Pictures attached (when applicable).
 - Customer is/ has enrolled in the Sensus Customer Portal

High Consumption Occurrence Notes

1. High Consumption Occurrence (HCO) credits shall be calculated as the monetary difference between the HCO billing amounts and the Normal Usage billing amounts for both water and sewer. Normal Usage shall be the statistical account water and sewer billing average for the twelve (12) month period preceding the event. Should twelve (12) months of data be unavailable, Lexington Public Works shall use the most meaningful data available to it.
2. Where it is determined that HCO waters have not entered the public sanitary sewer, customers shall be credited fifty percent (50%) of the monetary overage for water and one-hundred percent (100%) of the monetary overage for sanitary sewer.
3. Where it is determined that incident waters have entered the public sanitary sewer, customers shall be credited fifty percent (50%) of the monetary overage for both water and sanitary sewer.
4. Customers must sign up for the Sensus Customer Portal prior to receiving any form of credit. Customers are invited to visit www.lexingtonva.gov/How-Do-I-Request-Sensus-Portal. Customers may set up a portal account by using the first six (6) digits of their utility account number.
5. Adjustments greater than \$250.00 must be approved by the City Manager.
6. Customers will only be permitted one (1) courtesy High Occurrence Adjustment in a twenty-four (24) month period.

Customer Signature

Customer Printed Name

Date