SP Residential, LLC
Water Submetering Application
Exhibit C-3a

*Provide as **Exhibit C-3a** a copy of the Applicant's written procedures implemented to assure compliance with Section 16-11-71 of the Regulations (adjustments to bills).*

Upon signing the rental agreement, tenants receive a copy of *Submetering Information for Residents of The August at Steelpointe Harbor*. Below is the excerpt from the section titled, *Other Information Regarding Water Billing*.

If you receive a bill that is incorrect due to meter or billing errors, the bill will be adjusted in accordance with the requirements of Section 16-11-71 of the Regulations, which states as follows:

> (1) Whenever a meter in service is tested and found to have over-registered more than two per cent, the utility shall adjust the customer ' s bill for the excess amount paid as determined below.
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> > (A) If the time at which the error first developed or occurred can be definitely determined, the amount of overcharge shall be based thereon.
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> > (B) If the time at which the error first developed or occurred cannot be definitely determined, it shall be assumed that the over-registration existed for a period equal to one-half of the time since the meter was last tested. If more than one customer received service through the fast meter during the period for which the refund is due, a refund shall be paid to the present customer only for the time during which he received service through the meter.
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> (2) Whenever a meter in service is found not to register, the Applicant may render an estimated bill. The Applicant shall estimate the charge for the water used by averaging the amount registered over a similar period preceding or subsequent to the period of non-registration or for a corresponding period in previous years, adjusting for any changes in the customer's usage. When it is found that the error in a meter is due to some cause, the date of which can be fixed, the overcharge or the undercharge shall be computed back to but not beyond such date.
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> (3) Billing adjustments due to fast meters shall be calculated on the basis that the meter should be one hundred per cent accurate. For the purpose of billing adjustment, the meter error shall be one-half of the algebraic sum of the error at maximum test flow plus the error at intermediate test flow.
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> (4) When a customer has been overcharged as a result of incorrect reading of the

meter, incorrect calculation of the bill, incorrect connection of the meter or other similar reasons, the amount of the overcharge shall be adjusted, refunded or credited to the customer.

(5) When a customer has been undercharged as a result of incorrect reading of the meter, incorrect calculation of the bill, incorrect connection of the meter or other similar reasons, the amount of the undercharge may be billed to the customer.

If you receive a bill for water service that you believe is in error, please contact RealPage. If you are not satisfied with RealPage's response, please contact the Property Management.