



Madison County Waste Control

Madison County Courthouse

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Madison County has adopted the following guidelines to the garbage bill adjustment policy. The changes are necessary in order to give bill adjustments in a more efficient and consistent manner, and to reduce fraudulent bill adjustment claims. This new policy is fair to all customers, particularly to those customers that never receive an adjustment and essentially subsidize those who do.

- 1) Strict adherence to a policy of one adjustment per customer per year. It is the customers responsibility to check their bill monthly and report any billing errors promptly.
- 2) An adjustment of up to 3 months will be credited to the customers account if approved by office management.
- 3) Customers must provide reasoning and proof of adjustment needed (i.e.; vacant property or use of another professional waste pick-up provider). If the customer does not submit proof, no adjustment will be given. No exception will be given if proof was not provided.
- 5) Customer service representatives will not approve adjustments. All adjustments will be reviewed and approved by office management.
- 6) All adjustments will be in the form of a credit against future billing.