



### **Water Leak Sewer Credit Policy**

This policy is intended to address leaks that may be considered for sewer credit adjustment. Only leaks that are unintentional and do not add volume to the wastewater treatment plant may be considered for sewer adjustment. The customer must submit proof that the water did not enter the sanitary sewer system. The water portion of the bill will not be adjusted. Under no circumstances should sewer charges be adjusted in lieu of installation and use of an outdoor use meter.

The customer may request a review of their bill by the Public Utilities Coordinator or agent thereof by submitting the following information in writing within thirty (30) days of the billing date:

1. Name of Customer (and property owner if different)
2. Phone Number of Customer (and property owner if different)
3. Address where leak occurred
4. Date customer became aware of leak
5. Date leak was repaired
6. Copies of repair invoices or receipts
7. Explanation on how the leak occurred
8. Photographs (if available)
9. Authorization for a utility representative to inspect the property if necessary

To avoid a late penalty while the sewer charges are under review, the customer must pay the bill by the due date. During the review process it may be necessary for the Utility to field check the meter or repairs several times. If the Utility Coordinator deems a sewer adjustment is appropriate, the billing department will then make the adjustment during the next billing cycle.

Examples of high water use not eligible for a sewer charge adjustment:

- Leaking toilets and faucets
- Leaking water softeners
- Filling a swimming pool
- Lawn irrigation