



# Village of Almont

## Water Leak Credit Policy And Application Form

This policy provides for a uniform and consistent method of crediting utility customers who have experienced a water leak and are seeking an adjustment on his/her bill. By completing this application form, a water customer acknowledged and agrees to all of the following provisions.

1. All homeowners, property owners, and other entities connected to the water and sanitary sewer system are responsible for ensuring that his/her plumbing system is maintained in working order.
2. Following the completion and submission of this form, the Department of Public Works may read the meter of the customer requesting the credit to determine if a leak has occurred. If it is determined a leak has occurred, the customer may be eligible for an adjustment. If the reading of the meter indicates no leak has occurred, no credit shall be issued.
3. If an accurate reading or data log reading cannot be obtained, the presence of a leak may be assumed if the amount of water used during the billing quarter is question is at least 200% higher than the average amount used by that customer during the previous two years for the same billing quarter (for example, a summer billing quarter would be compared to the two previous summer billing quarters). The Village Manager the previous four consecutive billing quarters to determine average consumption if the utility customer has not been metered for at least two years.
4. If determined that a water leak has occurred and the water has entered the sanitary sewer system, the Village Manager may issue a credit up to 35% of the difference between the amount of water used during the billing quarter in question and the average consumption for the same billing quarter over the previous two years. This credit may apply to charges for the water and sewer rate but will not be applied to the SSO charge. Adjustment will be applied on the current water bill or the next immediate water bill, at the discretion of the Village Manager, and will be limited to a total credit amount of \$ 250, in accordance with provision six of this policy. Receipts of plumbing repairs or materials used to stop a water leak may be required prior to the issuance of any credit.
5. If it is determined a water leak has occurred and the water has not entered the sanitary sewer system, the Village Manager may issue a credit for excess sewer and SSO charge beyond average consumption and may issue a credit of up to 35% of the difference between the amount of water used during the billing quarter in question and the average consumption for the same quarter over two previous years.
6. At the discretion of the Village Manager, late payments may be waived for leaks exceedingly at least 200% of the average quarterly consumption for the billing quarter in question. In addition, payment plans may be arranged for any individual experiencing a leak.
7. The total amount of credit adjustment received under this policy, not including any late penalties waived, shall not exceed 250.00 unless such credit is applied to excess sewer charges for water that has not entered the sanitary sewer system.
8. Customers must provide proof that leaked water has not entered the sanitary sewer system to receive additional credit on the sewer charge for excess consumption resulting from a water leak.
9. Customers are limited to one credit every two years per billing account. In addition, credit adjustments for water used shall not be applied to any outside meter.
10. Credit adjustments shall not be issued when the Almont DPW determines that a meter has been damaged or tampered with in any manner or when the water leak was caused intentionally.
11. The Village Manager reserves the right to deny applicants a credit adjustment if the customer has demonstrated a pattern of non-payment of water bills or if a customer fails to provide receipts of plumbing repairs or materials required.
12. Any full denial issued under this policy may be appealed to the Almont Village Council.

**Water Leak Credit Application Form:**

Name \_\_\_\_\_

Date \_\_\_\_\_

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

Phone \_\_\_\_\_ Customer Account # \_\_\_\_\_

Date you noticed your leak \_\_\_\_\_

Date the leak was repaired \_\_\_\_\_ Where was the

leak located:  Inside the House  Before or after the water meter?

irrigation system  Outside faucet  Other (Please Specify) \_\_\_\_\_

Please describe how your leak was identified or provide any additional facts you think might be helpful (attach extra page if needed) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Customer must certify repair of a leak by submitting a description of the leak and proof of paid invoice for repair. In the event a third party has not made the repairs, the customer must attach dated receipts for all parts used for the repair.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

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Village Use Only

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

Billing Quarter Adjusted: \_\_\_\_\_

Adjusted Amount: \_\_\_\_\_ Gallons

Adjusted Amount: \_\_\_\_\_ Dollars

Notes [including reasons for any denials] \_\_\_\_\_

\_\_\_\_\_

Village Manager Approval: \_\_\_\_\_ Date: \_\_\_\_\_