

POLICY ID: PW-002		TITLE: Sanitary Sewer Bill Adjustment Policy	
<input checked="" type="checkbox"/> ORIGINAL	<input type="checkbox"/> REVISION	APPROVED BY VILLAGE BOARD:	DATE:
EFFECTIVE DATE <i>Immediate</i>		<i>Christina Fallon</i> Village Clerk	June 22, 2009
APPLIES TO:		<input checked="" type="checkbox"/> FLSA EXEMPT	<input checked="" type="checkbox"/> FLSA NON-EXEMPT
		<input checked="" type="checkbox"/> REPRESENTED EMPLOYEES	<input checked="" type="checkbox"/> Non-REPRESENTED EMPLOYEES
<i>This policy applies to all Village of Kronenwetter employees in the categories checked in this section. Provisions within individual personal contracts or a collective bargaining agreement may supersede certain parts of this policy.</i>			

Purpose: To provide a reasonable policy for allowing credit in exceptional cases for sewer charges computed on water which does not enter the sewer system. This policy will provide for a reasonable tradeoff between the cost to the Village and the amount of credit due to the consumer.

The Village Public Works Director or designee shall be authorized to provide adjustment to sewer bills resulting from certain water loss through leaks, which does not enter the sanitary sewer system.

Adjustments shall be based on the following criteria:

1. Requests for credit shall be made in writing to the Utility Department within sixty (60) days of the occurrence of such a break or leak. The request shall be on a form provided by the Utility.
2. Any outstanding Utility bill must be paid in full for the previous quarter.
3. Customers must provide a plumber's bill for the service line repairs, or certify that he/she has performed repairs.
4. The Customer certifies that the plumbing system is now free from leaks.
5. Limit shall be one water leak adjustment per year per service.
6. Customer agrees in writing that the Village has the right to inspect the property to confirm the repair of the water leak.
7. Failure to pay the bill in question in full, while the sewer credit is being investigated, can result in the water being turned off.
8. The consumer, requesting the sanitary sewer credit, has the burden of proof and shall provide the Village with convincing evidence that the water from the leak did not enter the sewer system. For example, water from a burst pipe may not have entered the sewer system. However, water from a dripping faucet or a stuck toilet fill valve would have entered the sewer system.
9. Water used in yard maintenance shall not qualify for a sanitary sewer credit. (i.e., lawn watering)
10. The customer could not have detected the leak by employing reasonable care and supervision of their plumbing.
11. Failure to turn off a water hose or water faucet is not considered for credit to the customer's bill.
12. Leaks due to vandalism will be handled on a case-by-case basis and must be documented by a report from the police department.
13. The duration of the leak and the estimated amount of water lost through the leak shall be based solely on the water consumption, as shown on the water bill.

14. A sewer credit for water lost through a leak will be granted if the billed rate of consumption of water for a given quarter exceeds, by at least thirty percent (30%), the average rate of consumption for the four (4) quarters preceding the leak.
15. Once a leak has been inspected and the average sewer bill has been calculated, the request will be forwarded to the Public Works Director for approval. If the request is approved the utility will credit the difference between the average bill and the actual bill containing the leak on the customer's next available utility bill.