



Sewer Credit for Excess Consumption Due to Leak

An account that has an unusually high water and sewer register on its meter due to a leak may be eligible for a sewer credit provided that the following conditions are met:

1. The leak must be attributable to a “below ground” break in the service line.
2. A permit, where required, must be obtained from the City’s Development Services/Building Department.
3. The customer must state in writing the location of the leak and the date repaired. The customer is responsible for any leaks after the meter.
4. The customer must provide a copy of the plumber’s bill.
5. The customer must provide the permit number or a copy of the permit, where required.

After receiving the above information, our Customer Service Representative will review all documents submitted and verify that water consumption has returned to normal. This information will then be forwarded to the City’s Chief Plumbing Inspector who will approve or disapprove the request for sewer credit. **No credit will be issued without his approval.** Upon his approval, the request will be forwarded to the City’s Finance Department for final approval.

**The customer is responsible to pay the bill promptly and in full. A penalty of 10% will be imposed on any past due charges.

***No sewer credit will be issued for excess consumption that was due to hoses that were left running or due to leaky toilets.

Date of Request: _____ Date of Repair: _____

Customer's Name: _____

Service Address: _____

Account Number: _____

Phone Number: _____

Email Address: _____

Permit Number: _____

Location of Leak: _____

Signature: _____

FOR OFFICE USE ONLY:

To: Chief Plumbing Inspector Date: _____

From: Finance Department - Utility Billing Division

Approval _____ Disapproval _____

Signature: _____ Date: _____