



Water Surge Billing Adjustment Application

Customer Information

Name: _____ Phone Number: _____

Address: _____ Today's Date: _____

Account #: _____

Please describe the circumstances of the water surge in detail:

Customer Signature: _____

For Office Use Only						
	Total water usage for the month		Amount reduced (up to 50%)		Amount due	Is the leak verifiable?
Approved by: _____ Date _____						Is the customer eligible? (no other claims within 36 months)

Utility Department Notes



Water Surge Customer Remediation Program

80.90 Water Surge Billing Adjustment

A. Water customers are eligible for a billing adjustment to reduce their water usage charge by up to 50% if the customer claims a verifiable water leak on the customer's property. Water leak reports to the Department are inspectable under the authority of the Water Superintendent. Customers are only eligible for a Water Surge Billing Adjustment once every 36 months. The Department shall maintain a record of a Water Surge Billing Adjustments.

B. Customer Claims can be denied for customers who are not compliant with Water Service Regulations, City Ordinances or state and federal laws. Claims may also be denied if no verifiable leak is discovered by the Water Superintendent.

C. Water Surge Billing Adjustments do not apply to culinary mainline water leaks.

D. The Water Surge Billing Adjustment Program may be temporarily suspended by the Utility Director within seven days of proper public noticing. Suspensions shall not exceed 60 days unless directed to by the City Councils.

E. The month's water usage that a Water Surge Billing Adjustment is applied shall not be applied to the annual sewer rate recalculation.

Leak Report Claim Procedures

The Department field staff regularly monitors and detects customer leaks through historical knowledge of customer use. Field Staff generally attempt customer notification at the physical residence and advise the customer of a potential leak. After advising the customer of the leak, they should inform them of the Water Surge Billing Adjustment, and that they can contact the office in order to make a claim. All claims are subject to inspection by the Water Superintendent, and the Utility Director. The Director may reject a claim if they determine that no verifiable water leak exists or if the customer is non-compliant with Water Service Regulations, City Ordinances, or State or Federal laws.

Claim Processing Procedures

The Accounts Receivable Clerk is responsible for processing all Water Surge Billing Adjustments. Adjustments will be annotated on a form or memorandum to be approved by the Utility Director (above). The annotated form or memorandum will serve to record the billing period to count down 36 months until they are eligible again.