

City of Bridgman

LEAK ADJUSTMENT POLICY

PURPOSE:

To ensure customers pay for sewer services only when such services are actually being utilized.

OVERVIEW:

The City recognizes that customers at times may experience water leaks during which water will bypass the sanitary sewer system. Should such a leak occur, the customer may receive a refund for a portion of the sewer service fees paid in accordance with this policy. Only one leak adjustment will be made per calendar year at each service address.

PROCEDURE:

The following is the procedure through which refunds for a leak adjustment may be granted:

1. Any request for a leak adjustment must be made in writing, state with detail the reasons therefor, and be signed by the customer. A receipt indicating that repairs have been made should accompany such request. Request shall be made within 30 days from the discovery of the leak.
2. Upon receipt of the request, the Utility Billing Manager or the manager's designee shall review the written request and supporting material, if any, to determine if a leak adjustment to the customer's sanitary sewer bill is justified. An adjustment will be given only if the Utility Billing Manager or the manager's designee determines that (i) water bypassed the sanitary sewer system and (ii) the water leak has been fixed.
3. If a leak adjustment is justified, the Utility Billing Manager or the manager's designee shall calculate an average sewer usage based upon the previous two billing cycles. The leak adjustment shall be calculated based upon the difference between the amount billed for sanitary sewer services and the average usage as determined by the Utility Billing Manager or the manager's designee.

City of Bridgman
LEAK ADJUSTMENT REQUEST FORM

Today's Date: _____

Name on Account: _____

Service Address: _____

Account #: _____

Contact #: _____

I had a leak at the above address and have or will make all the necessary repairs to correct the issue. I am requesting a leak adjustment for the high bill I've received as a result of the leak. I am aware the City will only adjust the sewer portion of the bill.

Please provide a brief description of the leak. Include the location of leak, date when it was detected and the date it was repaired or expected to be repaired.

By signing this document, I certify that all repairs have been completed or will be made.

Customer Signature