



Adjustments will be given for high usage water bills when the leak is found to be between the City water meter and the structure. Rebates will be given after the following occurs:

- Usage returns to normal
- Customer provides proof of repair of line (invoice from plumber, copy of bill, etc.)
- Customer submits a signed Leak Adjustment Request Form

Once the leak is repaired and usage returns to normal, water charges will be adjusted as follows: 50% rebate given less normal usage for a maximum of two (2) months. A payment plan can be arranged on the balance due, if greater than \$50.00, up to three (3) months.

**NO ADJUSTMENT WILL BE MADE IF THE LEAK IS INSIDE THE STRUCTURE (toilet leak, washing machine, frozen pipes, etc.)**

*By signing below I acknowledge that I have read the information above. This signature also acknowledges that I am responsible for the remainder of the charges after the above adjustment(s) have been made.*

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Service Address \_\_\_\_\_ Telephone Number \_\_\_\_\_

Customer Account Number \_\_\_\_\_ \* \_\_\_\_\_ Cycle/Route \_\_\_\_\_

**BASIS OF SEWER CHARGE.**

For the purpose of determining the sewer charge for residential customers, the following method shall be used: A monthly average usage will be computed based on the actual water usage for the billing periods falling in the months of December, January and February. This average usage will be used to calculate the monthly sewer charge for all subsequent months until a new average usage is calculated the following year. All nonresidential customers shall be charged based on monthly water use. The City will consider applications, fully supported, for adjustments due to non-sewered water use.