

# Request for Sewage Account Adjustment Due to a Water Leak

Sometimes when a water leak occurs, depending on the date the leak started, location and length of time the leak occurred, two (2) sewer billings and water billings may be affected by a water leak.

**PLEASE NOTE: It is the property owner(s)/ resident(s) responsibility to monitor their water bill/usage and promptly fix any water leak.**

## Procedure:

1. Fill out the Water Leak Adjustment Form and Questionnaire provided, sign and date.
2. Return the form and questionnaire to Village Administrator along with ALL of the following:
  - A copy of the water bill(s) that show the excessive water usage.
  - A document showing that the Ross County Water Company gave you an adjustment for the water leak.
3. If possible please provide the following. This will help in determining the amount of adjustment you receive.
  - A copy of a bill or receipt from the contractor that repaired the leak, or a copy of the receipts for the parts used to repair the leak.

## Adjustment:

- Depending on the type of leak, location of the leak, and any extenuating circumstances, the Village Administrator will determine if the account is eligible for adjustment.
- An average of the water usage for the six (6) months prior to the leak will be figured and used to calculate the amount of the adjustment given.
- It is at the Village Administrator discretion to determine, using the provided information, which bill(s) to adjust and the amount of the adjustment.

## Terms:

- If granted an adjustment, one (1) sewer bill will be adjusted.
- If determined by the Administrator, a second bill may be adjusted.
- A maximum of two (2) sewage bills will be adjusted per leak. No exceptions!
- The Village of Adelphi reserves the right to deny a Water Leak Adjustment to any customer who has excessive or recurring water leaks.
- A Water Leak Adjustment must be given to the customer by the Ross County Water Company to be eligible for a Water Leak Adjustment to their sewer bill.
- All requests for a leak adjustment must be submitted within the 6 months following the time that the leak occurred to be eligible for an adjustment.

**Please note:** If you are buying Land Contract or you are a Tenant, you must have a Tenant/Purchaser Information Authorization Agreement signed by the property owner and on file with the Village for us to deal directly with you for a Water Leak Adjustment.