

# City of Algonac Application for Leak Adjustment

The City of Algonac offers a **ONE-TIME-ALLOWANCE PER YEAR FROM LAST ADJUSTMENT** on customer bills for qualifying water leaks.

## **To be eligible for an adjustment,**

1. The customer must NOT have received a previous adjustment within the same 12-month period. (For example – received adjustment on 2/28/20 will not receive another until after 2/28/21).
2. The bill exceeds the customer's "average bill" by 100%; and immediate steps were taken after detection of the leak to prevent further loss of water.
3. No water from the leak had entered the sanitary sewer system (hose bib, break under house, etc.).
4. Provide proof of the repair (receipts for any materials or services related to that repair). If no receipt, fill out the No Receipt Repair Documentation Form.

Sewer credit example;

Current use 21,000 gallons  
Average use 9,000 gallons

Sewer Credit  
Adjustment 12,000 gallons

## **Leaks that are ineligible for adjustment,**

1. No adjustment will be given for an irrigation system leak
2. No adjustment for builders for new construction.

Adjustments must be requested within 30 days of the date of the water bill suspected of indicating a water leak, or within 30 days of when the City of Algonac notified you of the suspected problem, whichever came first.

**IMPORTANT:** Please be aware that a large leak may result in a water bill that could total SEVERAL THOUSAND DOLLARS! Small leaks are typically less, but many small leaks are often a sign of a problem water line and indicate that larger and more expensive leaks are likely to happen in the future. If a service line is prone to future leaks, the best way to reduce the risk of a second leak is not to patch or “spot-fix” the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

If you determine you qualify and wish to apply for a Leak Adjustment, please complete this form and return it to City Hall as soon as possible with the necessary receipts or support documentation. **NO ACTION CAN BE TAKEN TO PROCESS YOUR ADJUSTMENT UNTIL INFORMATION ON THE COMPLETED APPLICATION FORM IS RECEIVED AND ADJUSTMENT IS APPROVED.**

By signing this request, I certify that I understand the terms and conditions of the City of Algonac Leak Adjustment Policy.

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Customer Signature

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Print Name

**Note:**

If you have not received a water bill through the date your leak was repaired, we will process your claim after your next bill. It takes an average of 30 days to process Leak Adjustment claims. Your patience during this process is appreciated. If you qualify, a pay delay will be put on your account so you will not receive any delinquent notices while we process your claim.

**Methods of Adjustment:**

Adjustments will be based on the customer's “average bill”.

The customer will be responsible to pay the amount of their “average bill” plus all “**water usage fees**” beyond the customer's average bill.

# City of Algonac

## No Receipt Repair/Documentation Form

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Acct # \_\_\_\_\_

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Please explain where your water line broke (attach additional pages if necessary)

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Briefly describe the repair

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If repair parts were used for the repair or a commercial establishment performed the repairs, why are receipts not available?

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Signature of applicant \_\_\_\_\_

Print name \_\_\_\_\_

## City of Algonac Leak Adjustment Policy

In the event a City of Algonac water/sewer customer experiences a much larger than usual bill caused by a leak/break in their water service line it is the City of Algonac's policy to adjust the sewer portion of a customer's bill according to the following rules.

Please read the following before submitting a request for an adjustment to your bill for a leak. The Adjustment Request form is available at City Hall or thru our website at [www.cityofalgonac.org](http://www.cityofalgonac.org).

1. The need to adjust the sewer portion of a utility bill may be evident by a
2. customer complaint of a much larger than normal bill or evidence of a leak on the customer side of the meter. To qualify for a leak adjustment, the water usage must be at least 100% above the average billing usage and has **NOT** entered the sanitary sewer system (typical example; hose bib or leak under the house). Average usage is defined as the average normal consumption for the prior twelve-month period.
3. It is the customer's responsibility to keep their plumbing system in good working order.
4. Only one leak adjustment per customer per twelve-month period is allowed.
5. The Water Department will first determine that the meter has been read properly. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of meter reading equipment a new bill will be issued using an estimated reading based on the last twelve-month period. There will be no penalties assessed in the event the adjustment procedure delays payment past the penalty date.
6. If the customer questions the accuracy of the meter, he may pay the utility bill in question, plus a testing fee of \$25.00. The Water Department will test the meter in accordance with guidelines established for used water meters by the American Water Works Association (AWWA). If the meter tests accurate, the customer forfeits the meter testing fee. If the meter does not meet AWWA accuracy standards, the city shall credit the meter testing fee to the customer on their next bill and repair or replace the meter at the city's expense.
7. If it is determined the customer qualifies for an adjustment according to the rules stated herein then the adjustment in the customer's sewer portion of their bill shall be the difference between the amount stated in the bill in question and the average sewer bill of the customer over the past 6 billing cycles.