



## TOWN OF SHARPSBURG

### APPLICATION FOR SEWER CREDIT FOR HIGH CONSUMPTION

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Explanation of occurrence:

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- ☐ I am applying for a credit for high consumption due to a leak.
- ☐ I have not received a previous credit for high consumption due to a leak
- ☐ The leak is repaired. I have attached a receipt or letter for the work from a plumber, or I (or a friend) did the repairs and I have attached a receipt for applicable parts.
- ☐ I am applying for a credit for filling up my swimming pool
- ☐ I am applying for a credit for power washing my house.
- ☐ Other: \_\_\_\_\_

\_\_\_\_\_ I understand that this credit, if approved, will disqualify me from any future credit due to a leak (i.e., not recommended for small leaks or credits less than 1,000 gallons over normal consumption) within the following 12 months.

#### Sewer Adjustments

**Policy effective July 1, 2018.**

The following are the qualifications for leak adjustments for the Town of Sharpsburg:

1. It is the customer's responsibility to keep his plumbing system in good working order.
2. No customer shall receive more than two billing cycle adjustments during any twelve (12) month period. The two billing cycle adjustments can be consecutive or non-consecutive.

3. In order to qualify for a leak adjustment, the eligible plumbing leak must generate a minimum additional charge of two times the average 12-month bill.
4. Adjustments on water/sewer bills will NOT be made on the following by SERVLINE:
  - a. Residential customers who do not have their own water meter.
  - b. Commercial/Industrial Customers.
  - c. Premises left or abandoned without reasonable care for the plumbing system.
  - d. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc., leaks on any water lines coming off the primary water service line, plumbing leaks in any structure other than the primary residence.
  - e. Negligent acts such as leaving water running.
  - f. Excess water charges not directly resulting from a qualifying plumbing leak.
  - g. Watering of lawns or gardens.
5. The UTILITY may adjust for the filling of pools, watering lawns and pressure washing of the primary home if the water does not enter into the sewer system. The Utility will use its own discretion when allowing or disallowing these types of adjustments.
6. The UTILITY shall not be obligated to make adjustments of any bills not submitted for adjustment within Ninety (90) days from the billing date.
7. Customers must present proof to ServLine that a leak has been repaired before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)
8. In any case where a customer might incur a leak before there is three months of average usage, an adjustment will not be made until they have established three months of average usage.
9. In the event a customer opts out of the ServLine Program, we will only continue to adjust the sewer portion of the billing under the same guidelines as specified in item 5 and 6 of this policy.

Any residential customer may decline to participate in our ServLine Leak Protection Program by calling 252-428-0291. Any customer declining to participate in the program will be responsible for the full amount of their water/sewer bill with no adjustments being made should a leak occur. Our new Town of Sharpsburg ServLine Program is the only way qualifying leak adjustments will be made for residential leaks occurring after July 1, 2018.

\*I have read and agree to the conditions presented within this application and the Town's sewer credit policy. I swear or affirm that the information presented by me on this application is true and correct to the best of my knowledge.

\_\_\_\_\_  
Account holder signature Date

Internal Use Only

\_\_\_\_ The customer's account was reviewed and a detailed report is attached. The criteria for the credit has been met and approval is recommended.

\_\_\_\_ Credit is not recommended due to \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_