

Water Leak and Sewer Bill Credit Policy

A customer may be eligible for a sewer bill credit for unintentional water loss caused by a broken or damaged plumbing fixture, pipe, or irrigation equipment on their property. To qualify for a credit, the water must not have reached the sewer system. In cases where the amount of water that reached the sewer system cannot be determined, the credit is 25% of the difference between the customer's high month sewer use and the customer's average sewer use (excluding the high month) up to a maximum of \$150.00 and for a period not to exceed two (2) billing cycles. When a leak continues for three (3) or more months, there will be no adjustment for the third or subsequent months.

A customer shall be eligible for a credit against the sewer charges upon presentation of sufficient verification of the leak.

To be eligible for a sewer bill credit, you must submit your request within **60 days of the incident** and your account must be current and in good standing, excluding the charges that are under review. Sewer bill credit applicants must complete the attached form, including most, if not all, of the following items:

- Time
- Date
- Location and description of the leak
- Approximate duration
- Photos
- Date of repair and the plumber's invoice along with a letter or note on the plumber's letterhead detailing the leak and the approximate percentage of water entering the sewer system from the leak
- If you did the work yourself, submit dated receipt(s) for the material or supplies purchased, provide a detailed description of the work you completed, including the date of completion

For approved written requests, the calculation for a sewer bill credit is the customer's single highest month's consumption less their average monthly consumption. There can be no overlap between this credit and any other WSD credit. The analysis will use the prior twelve months of billing information for comparison or like period whichever is deemed most appropriate by WSD.

For new accounts with no previous billing history or accounts without 12 months of historical usage, Wheaton Sanitary District (WSD) may make a reasonable alternative calculation to determine the average monthly baseline. The method of calculation is at the sole discretion of WSD.

WSD reserves the right to deny any request that fails to meet the required criteria. Sewer Bill Credit Request submission does not guarantee that an adjustment will be issued. Your eligibility for an adjustment will be determined using the information you have supplied.



Wheaton Sanitary District Sewer Bill Credit Request Form

Customer Information:

Request Date:	Account Number:	Daytime Phone Number:
Applicant Name:		Email:
Service Address:		

Leak and Repair Information:

Date Noticed Leak:	Date Repaired Leak:
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*Location of Leak (check one): Inside Outside

Please explain how you discovered the leak. Describe in detail the location and cause of the leak, as well as where the water discharged. Include copies of repair bill(s), receipts for the corrective work (material or supplies purchased, contractor's invoice), photographs and plumber's declaration of facts, if applicable.

Customer's Name (Acting as Signature): _____ Date: _____

By signing this request, I agree to the following:

1. I understand Wheaton Sanitary District (WSD) reserves the right to deny any request that fails to meet the required criteria and that the submission of a Sewer Bill Credit Request does not guarantee that an adjustment will be issued.
2. I am notifying WSD that I had a leak, and that the leak was repaired.
3. I agree to allow WSD staff to access my property to verify the information provided in this application.
4. I certify that all the information and answers to questions herein are true, accurate and complete to the best of my knowledge and acknowledge that I will not be eligible for an additional Leak Adjustment for this property for 12 months following the date when this Leak Adjustment is granted. I understand that any misrepresentation, falsification, or omission of any facts called for in the application may render this application void and may result in legal action, whenever discovered.