

September 14, 2021

Policy: Water & Sewer Adjustments

Purpose:

To define a water and sewer credit policy to offset significant unusual charges incurred as a result of a leak or other problem on the customer's side of the water meter.

Written Request Required:

- a. Leak credits are available to customers who suffer a leak that exceeds 150% of their normal use.
- b. Customer must complete a "Leak Adjustment Request" form found on the city website.
- c. The adjustment request must be submitted within 30 days of the leak being repaired.
- d. Evidence must be submitted that the leak was repaired within 30 days of being found.
- e. A customer may qualify for a "recovered leak" credit only once in a 5-year period.
- f. While leak adjustment is under review, customer must make timely payments based on average usage in order to avoid interest and penalties.

Leak Adjustment Credit for:

- a. ***Unrecovered Leaks - Leaks not entering the sewer system*** – In the event of a water leak that does not enter the City sewer system, such as a broken water line, the customer may submit a request for a leak adjustment credit for the excess water and sewer charges associated with the leak, provided that the leak has been promptly repaired and the customer has submitted evidence of such repair. An adjustment may be made of 50% of the excess water loss and 100% of the excess sewer charges based on the previous year's consumption for the same period, the prior billing period or the average of the year's consumption, whichever is determined by the City to be the most reasonable.
- b. ***Recovered Leaks - Leaks entering the sewer system*** – In the event of a leak which enters the City sewer system, such as a dripping faucet or constantly running toilet, the customer may submit a request for a leak adjustment credit for the excess water and sewer charges associated with the leak, provided that the leak has been promptly repaired and the customer has submitted evidence of such repair. An adjustment may be made of 50% of the excess water loss and 50% of the excess sewer charges based on the water meter report or previous year's consumption for the same period, the prior billing period or the average of the year's consumption, whichever is determined by the City to be the most reasonable. Only one such adjustment per customer owned property, per 5-year period, may be granted for avoidable leaks.
- c. ***Leak adjustment approval*** – Approval of leak adjustments will be by the City Manager.

LEAK ADJUSTMENT REQUEST

Please submit to:
City of Claremont, Water Billing Dept., 58 Opera House Sq., Claremont, NH 03743
or email to: waterbilling@claremontnh.com

DATE _____

WATER/SEWER ACCOUNT # _____

NAME _____ PHONE # _____

ADDRESS _____

EMAIL ADDRESS _____

PLEASE NOTE:

*THE CITY OFFERS ONE AVOIDABLE LEAK CREDIT PER 5 YEAR PERIOD

*THE LEAK MUST EXCEED 150% OF NORMAL USE

1) What date was the leak noticed?

2) Where was the leak?

3) What date was the leak repaired?

4) How and by whom was the leak repaired? *(Please submit copies of receipts in support of any repair work done by you or a plumber).*

5) Has the Dept. of Public Works obtained a reading report from your water meter?

Customer Signature

Date