



Leak Adjustment Request

I hereby request the City of Oneida Water Department Adjust the Water/Sewer Bill at the following location:

NAME: _____

ACCT. #: _____

ADDRESS: _____

CITY/TOWN/VILLAGE: _____

Describe Leak: _____

Date Leak discovered: _____ Date Leak Repaired: _____

Attach Copy of supporting documents.

To attest by signature, to the best of my knowledge, that the information provided is correct, true, and complete.

SIGNED: _____ DATE ___/___/___
Property Owner

Action Taken on Request

SIGNED: _____ DATE ___/___/___
Water Superintendent

*City of Oneida Water Department
Leak Adjustment Policy
Adopted November 7, 2007 Resolution 07-265
With Proposed Changes January 15, 2020
ADOPTED BY THE COMMON COUNCIL FEBRUARY 4, 2020*

City of Oneida Leak Adjustment Policy

The purpose of this policy is to provide a basis for The City of Oneida to adjust high bills caused by leaks causing abnormally high water usage in water lines or equipment on customers' property that the customer could not reasonably have known about with normal diligence. The reason for providing a policy for reducing these bills is to relieve possible financial hardship on residents and businesses. (*Abnormally high water usage is defined for the purposes of this policy as 200% increase over normal use*)

Threshold Considerations

The Water Superintendent shall not consider or approve any adjustment to water or sewer bills unless an actual physical leak caused the abnormally high water usage for which an adjustment in the bill is requested, and the leak is located, documented, and repaired. Leak adjustments to water and sewer bills will be considered when all of the following threshold conditions have been met:

- Water use volume is 200 % or greater than normal use, or the previous full billing period if no history exists. (*Normal use is defined for the purposes of this policy as the average of the previous 8 quarters usage history*)
- Customer requests adjustment in writing to the Water Superintendent not less than five (5) business days prior to due date. (*e.g.: If due date is Friday September 28th then request must be in the physical water office on or before Friday September 21st*). This request must state the nature of the leak, be accompanied by documentary evidence that repairs have been performed (e.g., itemized receipt for repair materials if purchased), and attested by signature of the customer. When a plumber performs the repair work, the customer must provide a billing invoice from the plumber stating the nature of the leak; the repairs performed, and itemized receipts for repair materials.
- Customer has not received an adjustment within the last 48 months **and all previous charges have been brought current.**
- Adjustments will be for residential and commercial customers only.

Bills will be adjusted in the following manner:

1. Adjustments will be limited to one quarter billing period.
2. If the leakage occurred from an underground, subterranean leak between a meter pit and the premises: (*Water lines in crawl spaces and other hidden areas within a premises shall be construed as leakage within their premises even though a customer may not be aware of a leak. This includes lines exiting the principle building after the meter.*)
 - A. If leak is shown not to have entered the sewer system, the sewer charge will be waived for that portion above the highest use in the previous eight (8) quarters usage history **prior to the beginning of the leak.**

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- B. If leak is shown to have entered the sewer system, the sewer charge will be adjusted by reducing the bill by 2/3 of the amount above the highest use in the previous eight (8) quarters usage history **prior to the beginning of the leak.**
 - C. The water charge will be adjusted by reducing the bill by 2/3 of the amount above the highest use in the previous eight (8) quarters usage history **prior to the beginning of the leak.**
3. If the leakage occurred within the premises:
- A. If leak can be verified as not having entered the sewer system, the sewer charge will be waived for portion above the highest use in the previous eight (8) quarters usage history **prior to the beginning of the leak.**
 - B. If leak is shown to have entered the sewer system, the sewer charge will be adjusted by reducing the bill by 50 % of the amount above the highest use in the previous eight (8) quarters usage history **prior to the beginning of the leak.**
 - C. The water charge will be adjusted by reducing the bill by 50 % of the amount above the highest use in the previous eight (8) quarters usage history **prior to the beginning of the leak.**
4. The determination of whether an adjustment is granted shall be made by the Water Superintendent, in conformance with this policy. The adjustment will be turned over to the billing clerk for adjustment and notification to the property owner.
5. The Water Board will hear appeals of determinations by the Water Superintendent. Such appeals shall be in writing and state the reason for the appeal. Appealed determinations of whether an adjustment is granted shall be made by the Water Board, in conformance with this policy. The determination of the Water Board shall be final.