

Water Leak Request

MUST BE FILLED OUT COMPLETELY – INCOMPLETE APPLICATIONS WILL BE RETURNED

UPON COUNCIL APPROVAL , THE EXCESS OVER AVERAGE CONSUMPTION CAUSED BY A BREAKAGE WILL BE CHARGED AT A <u>SPECIAL RATE OF ONE-QUARTER (1/4) OF THE CURRENT OVERAGE RATE PER THOUSAND GALLONS.</u> OUTSIDE CITY LIMIT RATES ARE 1 ½ TIMES IN CITY LIMITS RATE. Current inside city limits overage rate is \$10.00 per 1,000 gallons Current outside city limits rate is \$10.00 per thousand gallons	Official Use Only Date Received: _____ Rec. By: _____ Public Works Inspection Date: _____ City Council Decision Date: _____ Date Sent to Applicant: _____ Amount Requested: _____ Decision/Comments: _____ _____ _____
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Water Leakage Policy

*Whenever any customer or property owner whose premises are served by the municipal water system owned, operated, and maintained by the City receives a billing that is double or in excess of twice the average billing for a similar period over the past twelve (12) months—or the duration of their occupancy, whichever is less—and the excess consumption is **due to a broken pipe or leak within the plumbing or fixtures on the premises**, the customer or property owner may apply for an adjustment of the billed amount.*

Water adjustment shall be made on a case-by-case basis only, but such customers or property owners shall be given the benefit of the reduced rate, *unless it appears that the excess consumption was due to a continued negligent failure to repair the plumbing fixtures or pipes serving the premises.* **No reduction shall be permitted for the same premises twice in one year, unless the water line or leaking fixtures were completely replaces or an account of leaking toilets.**

The City may discontinue services to any premises wherein a broken water pipe or excessive consumption due to defective or non-functional plumbing fixtures or pipe located in the event that the owner of such premises or the customer occupying such premises does not make necessary repairs to avoid the water of water, after receiving verbal or written notice from the City. In the event that the property owner or customer occupying the premises wherein a broken water pipe may, at its option, terminate the water services to the premise, and shall leave written notification reconnected by the City after necessary repairs and without the customer or property owner being required to pay the turn-on and/or other charges set forth in the ordinances of the City.

Adjustment Process:

- **Requests must be submitted** in writing using the City's *Water Leak Reduction Request Form*.
- **Documentation is required** from a licensed plumber confirming the presence and repair of the leak.
- **City inspection** is required to verify repair, or in the case of repairs occurring during off-hours, plumber verification must be followed by City inspection at the earliest opportunity.
- **Water shut-off valve** is required per Ord. 820 to protect municipal infrastructure and customer safety.

Administrative Approval (up to \$150):

- If the adjustment amount is **\$150 or less**, the City Clerk may approve it administratively.
- These adjustments will be reported as informational items at the next regular City Council meeting.

Council Approval (over \$150 or unusual cases):

- Requests over \$150 or those involving unusual circumstances or insufficient documentation must be reviewed and approved by the City Council.

Calculation Method:

- The adjustment will be made by **removing charges for water usage above the customer's average**, based on the previous 12-month billing history or the customer's duration of occupancy—**no fractional or discounted rates** will be applied.

Frequency Limitation:

- Only **one adjustment per premises** is allowed in a rolling 12-month period, unless full replacement of the water line or leaking fixture(s) is documented.

Water Shutoff for Unrepaired Leaks:

- If a customer fails to repair known leaks after verbal or written notice, the City may **terminate water service**.
- Service will be restored **without charge** for turn-on or inspection upon verification of repair by the City.

Owner/Applicant

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Physical Address: _____ Account #: _____

In order to obtain a reduction, the following must be completed:

- ☐ Upon discovery of the leak, immediate action must be taken to repair the problem.
- ☐ Submit completed Water Leak Request
- ☐ Submit receipts /invoices and /or cost incurred that show leak existed and has been fixed
- ☐ Inspection by Public Works Personnel of the repaired breakage, if leak occurred during business hours
- ☐ Inspection by a licensed plumber, if leak is discovered outside business hours. Inspection by Public Works Personnel will be done during business hours
- ☐ Water shut-off valve has been installed
- ☐ The meter reading for the billing period must be more than double the average bill
- ☐ Council must give approval at their next regularly scheduled meeting

I certify that I have read and understand the information on this application and affirm the information and documents provided is true and accurate to the best of my knowledge.

Signature of Applicant /Property Owner Date

Signature of City Clerk/Deputy /Assistant Date

Signature of Public Works Superintendent /Assistant Date