

Sewer & Water Leak Credit Policy, November 15, 2007

The City of Geneva sewer and water leak credit is a policy and not an ordinance. Its intent is to provide some monetary relief to persons who have experienced a water leak by reducing the water and sewer bill. It is available **once in any five year period** for a specific address. Thus, if the house has changed hands within the last five years and the previous owner had received a credit, the new owner would not be eligible until the sixth year after the last credit. There are two credits which may be possible: one for water and one for sewer.

The water leak is calculated by subtracting your average use over the last 12 months from the usage cited on the bill that you received. The difference in water use is not given as a 100% credit, but is merely charged at the lowest bulk rate for water that the City charges. This is because the City actually supplied you with the water, no matter where it went.

The second and usually larger credit is for the sewer bill. The amount of credit available depends on whether the water went down the sanitary sewer:

- **Yes** This is most often the case. Leaking faucets and toilets go to the sewer; leaks in the basement that go down the basement drains typically go to the sewer; clean-ups usually are dumped down a drain, deep sink, or toilet and go to the sewer. In this instance, the 12 month average sewer bill is deducted from the bill showing the effect of the leak. The City would absorb half of the difference. You would still pay the average bill plus half of the difference.
(Since water meter reads are performed every other month, it might be two months before you have realized there is a leak. In this case, both bills are combined and compared against the average. It is considered as one leak credit.)

Example: Sewer bill due to leak = \$100.00
Average monthly consumption = \$26.70
 $\$100.00 - \$26.70 = \$73.30$
 $\$73.30/2 = \36.65 credit
Bill is $\$26.70 + \$36.65 = \$63.35$ that you must pay.

- **NO** Most often this is the case when an outside fixture or hose bursts or a line outside the house but after the meter breaks. You must still pay the 12 month average sewer bill. The balance over that bill will be credited 100%.

Please note that you will always have to pay a minimum of your average monthly sewer and water bills. All credits are subject to the review of the Water and Wastewater department heads and, finally, the City Manager.

I have read and understand the City's Sewer and Water Leak Credit Policy. Understanding that I am not eligible for another leak credit until five years from the granting of this credit, I still wish to make this application for a credit.

Signature	Date
Owner signature if Rental	Date

**CITY OF GENEVA
UTILITY BILL ADJUSTMENT APPLICATION
FOR WATER LEAKS**

Some adjustment may be given for water leaks. Please fill the form out completely. Please allow 60 days for your adjustment to appear on your utility bill. **No adjustment may be given on delinquent accounts, or if a previous credit was given at the same address.** If you have any questions, call 466-4675. Return form to City of Geneva, 44 N Forest St., Geneva.

NAME _____ ACCOUNT NO. _____

ADDRESS _____

BILLING ADDRESS (if different) _____

PHONE NO. _____

CAUSE OF LEAK: _____

WHERE DID THE WATER GO WHEN CLEANED UP? _____

DATE LEAK FOUND: _____

DATE LEAK REPAIRED: _____

HAVE ANY WATER/SEWER CREDITS BEEN GIVEN IN PAST 5 YEARS? _____

I acknowledge that the information given above is true and correct to the best of my knowledge. I have read and understand the City's Sewer and Water Leak Credit policy. Understanding that I am not eligible for another leak credit until five years from the granting of this credit, I still wish to make this application for a credit. If this is a rental the owner must also sign that he is aware no further adjustment for a water leak would be given for five years.

Signature

Date

Owner signature if Rental

Date

CITY USE ONLY

AVERAGE USE: _____ SEWER LEAK ADJUSTED _____

WATER LEAK ADJUSTED: _____

ACTUAL WATER AMOUNT BILLED: _____

ACTUAL SEWER AMOUNT BILLED: _____

CITY MANAGER APPROVAL