

Village of Walworth

227 N. Main St. - PO Box 400

Walworth, WI 53184

P: (262) 275-2127

F: (262) 275-9881

E: dclerk@villageofwalworth.us



Water & Sewer Usage Charge Adjustment **Policy & Procedure**

Responsibility

The Village of Walworth Water & Sewer Utility is responsible for maintenance and operation of water distribution and sewer transmission systems. Each property owner is responsible for installation, maintenance and repair of water piping from the curb stop to the main building and wastewater piping from the connection of the sewer lateral to the sewer main and all plumbing inside the main building.

Policy

This policy is intended to address high water and sewer usage charges caused by water pipe breaks, leaks or appliance failures that are catastrophic in nature and are beyond the control of the customer.

A water or sewer usage charge adjustment **will not** be considered in the following cases:

- Customer fails to make repairs, promptly, to a pipe, appliance or fixture known to have defects or to be in need of repair.
- Customer fails to report high water usage to the Village of Walworth within 10 business days of the high usage date.
- Customer is unwilling to allow Department of Public Works staff to enter the property to inspect for the reported break, leak or failure and/or to determine the need for repairs.
- In the event a customer has an outstanding delinquent balance and declines either to submit payment for the balance or to sign a deferred payment agreement. If a deferred payment agreement is signed and not adhered to, any adjustment given will be rescinded.
- In the event of a recurring plumbing or appliance leak, where the customer has failed to make repairs necessary to prevent the leak from recurring.

Residential Customers: Consumption must be at least 20,000 gallons above the requesting customer's average usage for the most recent four quarters. Water leakage adjustments may be given only when a leak occurs which is unknown to a customer. An application can be filed for a water leakage credit and/or a sanitary sewer credit. No such adjustments shall be made for water supplied after the customer has been notified and has had an opportunity to correct the condition.

Commercial, Industrial, Multi-Family & Public Authority Customers: Consumption must be at least 50,000 gallons above the requesting customer's average usage for the most recent four quarters. An application can be filed for a water leakage credit and/or a sanitary sewer credit. No

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such adjustments shall be made for water supplied after the customer has been notified and has had an opportunity to correct the condition.

A customer may request a sewer charge credit to offset a charge imposed in any one billing period if the water that was lost passed through the sanitary sewer system. An application for a credit can be made for an alleged leak over 50,000 gallons.

Procedure

Water Leakage Credits

- A.** A residential customer who is claiming a leak that is more than 20,000 gallons greater than the customer's average usage may apply for a credit for water loss to offset a charge imposed in any one billing period. Average usage will be calculated using the most recent four quarters. If four quarters of data is not available, the calculation will be based on available data.

To apply for a credit the customer shall:

- 1.** Submit a written request for the credit to the Clerk Treasurer's office within thirty (30) days of the charge for which a credit is desired.

Include the following information with the request:

- a.** The location of the leak.
 - b.** The probable cause of the leak, to include whether the leak occurred because of the customer's act or negligence.
 - c.** Evidence including receipts that the plumbing or appliance has been repaired or replaced.
- B.** Commercial, industrial, multi-family or public authority consumers who are claiming a leak of 50,000 gallons above the requesting customer's average usage for the most recent four quarters may apply for a credit for water loss to offset a charge imposed in any one billing period. If four quarters of data is not available, the calculation will be based on data that is available.

To apply for a credit the customer shall:

- 1.** Submit a written request for the credit to the Clerk Treasurer's office within thirty (30) days of the charge for which a credit is desired.
- 2.** Attach to the request a signed statement from a licensed plumber or certified equipment technician for a leaking appliance containing the following information.

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- a. The location of the leak, to include a statement that the leak occurred on the customer's property.
 - b. The probable cause of the leak, to include whether the leak occurred because of the customer's act or negligence.
 - c. Identification of the plumber or certified equipment technician to include name, address, telephone number and license number.
- C. If the request is complete and accurate, the amount of the possible credit will be computed by multiplying the number of gallons of water loss by the rate per gallon charged at the lowest rate allowable under the current Public Service Commission approved rate schedule.
- D. The customer is to pay at least the amount of the bill previous to the bill for which the application is submitted and continue to pay subsequent bills during the time the application is under review.

The Public Works Committee and the Public Works Director shall review applications for water usage charge adjustments at the next scheduled meeting. As part of the review process, the committee may request the Department of Public Works to conduct an inspection of the property where the break, leak or failure occurred.

The committee will notify the applicant of its determination within 30 days. If an adjustment is to be made, it will be applied to the next billing cycle.

Sewer Usage Credits

A customer may apply for a sewer usage charge adjustment by completing an Application for Water and Sewer Usage Credit form. The customer must submit the application to the Clerk Treasurer's office within 30 days of the date of the bill that included a charge for the excessive use. The customer is to pay at least the amount of the bill previous to the bill for which the application is submitted and continue to pay subsequent bills during the time the application is under review.

The Public Works Committee and the Public Works Director shall review applications for sewer usage charge adjustments at the next scheduled meeting. As part of the review process, the committee may request the Department of Public Works to conduct an inspection of the property where the break, leak or failure occurred.

The committee will notify the applicant of its determination within 30 days. If an adjustment is to be made, it will be applied to the next billing cycle.

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Adjustment Terms

An occurrence which overlaps billing periods will be considered to be one occurrence. The number of adjustments allowed during a customer's tenancy and/or ownership of any property within the Village of Walworth, during a ten (10) year period, will be limited as follows:

- A first occurrence is eligible for an adjustment of 100% of the sewer usage over the average usage for the previous four (4) quarters.
- A second occurrence is eligible for an adjustment of 50% of the sewer usage charge over the average usage for the previous four (4) quarters.
- A third and subsequent occurrences are not eligible for an adjustment.

VILLAGE OF WALWORTH
Request for Water and Sewer Usage Credit

A complete application must be received by the Village of Walworth Clerk/Treasurer's Office by the billing cycle due date. If a COMPLETE application is not received it will not be considered.

Name of customer (and property owner if different): _____

Phone number of customer (and property owner if different): _____

Address of property where leak occurred: _____

Owner occupied or rental?: _____

Was the property occupied at the time the leak occurred?: _____

Date customer became aware of the leak: _____

Date leak was repaired: _____

All requests for sewer usage credits MUST also include ALL of the following :

1. Copies of the repair invoices or receipts
2. Letter of explanation of how the leak occurred
3. Sketch of the exact location of the leak
4. Photographs of the leaking pipe (if available)
5. Authorization for a Walworth Utility Representative to inspect the property and/or a notarized letter from a Master Plumber which must include:
 - A. Probable cause of the leak, to include whether the leak occurred because of the customer's act or negligence.
 - B. The location of the leak, to include a statement determining whether or not the leak entered into the sanitary sewer system.
 - C. Identification of the plumber to include name, address, telephone number and plumber license number.

Costs incurred by the customer to comply with this policy, to include, but not limited to, inspection, evaluation, repairs, plumbing services, and plumber's statements, will not be paid in any part by the Village of Walworth, its utilities or any of its agencies or subunits, but remain the responsibility of the customer. Application must be returned to the Clerk Treasurer's office within thirty (30) days of the charge for which a credit is desired. Application may be returned by email to dclerk@villageofwalworth.us.

By signing this I hereby authorize a Village of Walworth Utility Representative to inspect my property.

Applicant Signature

Date

www.villageofwalworth.govoffice2.com

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