

## Department of Public Works - Leak Adjustment Request

I hereby request the City of Winooski Water Resources Department to adjust the water/sewer bill at the following location:

### Property Owner Information

Name of Property Owner \_\_\_\_\_

Account Number: \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Describe Leak:

Date leak discovered: \_\_\_\_\_ Date Leak Repaired: \_\_\_\_\_  
(please attach a copies of any supporting documents)

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

Property Owner Signature: \_\_\_\_\_ Date \_\_\_\_\_

### Action Taken on Request

Utility Manager Signature: \_\_\_\_\_ Date \_\_\_\_\_

Finance Director Signature: \_\_\_\_\_ Date \_\_\_\_\_



### **City of Winooski Leak Adjustment Policy**

The purpose of this policy is to provide a basis for The City of Winooski 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 double the consumption over normal use)

### **Threshold Considerations**

The Utility Manager 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 double 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 Utility Manager not less than five (5) business days prior to due date. (e.g. If due date is Friday September 28th then request must be into City Hall or the Utility Manager 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.
- 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. Water adjustment:  
The usage over average consumption will be billed based on the City's wholesale purchase rate from Champlain Water District as outlined below. The historic average consumption will be billed based on the Winooski retail rate.

- a. Calculate average quarterly occupied usage \_\_\_\_\_ /1000cf (previous 8 quarters)
- b. High usage quarterly consumption – average quarterly consumption = \_\_\_\_\_
- c. From (b.) above \_\_\_\_\_ x current CWD wholesale rate \_\_\_\_\_ = \$ \_\_\_\_\_
- d. Avg. quarterly usage \_\_\_\_\_ x current retail rate \_\_\_\_\_ = \$ \_\_\_\_\_

Total Adjustment = billed amount \_\_\_\_\_ - sum of c. & d. \_\_\_\_\_ = \$ \_\_\_\_\_

## 2. Sewer adjustment

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 premise 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.
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.
  4. The determination of whether an adjustment is granted shall be made by the Utility Manager, in conformance with this policy. The adjustment will be turned over to the Finance Director's office for adjustment and notification to the property owner.

