

Requests for a sewer credit must be made in writing and any documentation that the leak has been repaired.

#### SEWER CREDIT:

##### SEWER CREDIT AMOUNT:

- The water from the leak **did not** discharge into the basement floor drain, the maximum credit would be one-third (1/3) the difference between the average of previous water usage and the usage during the leak.

#### DENIAL OF A SEWER CREDIT:

- **DISCHARGE DOWN THE BASEMENT FLOOR DRAIN:** The water from the leak **did** discharged down the basement floor drain, zero credit would be applied.
- **NON- WINTER PERIOD:** The water leak occurred during the months of April, May, June, July, August, September, and October.
- **VISIBLE LEAKS:** Includes leaking faucets and hose bibs, even if the renter does not report the leak to the landlord. If the landlord does not fix the visible leaks, the tenant can move or report the landlord to the Inspection Dept. Leaking irrigation system do not qualify for a sewer credit, because they are already being bill on their winter quarter or they can install a deduct meter installed.
- **ALREADY RECEIVED A SEWER CREDIT WITHIN THE LAST 12 MONTHS**
- **FILLING SWIMMING POOLS:** Already being billed on their winter quarter or can install a deduct meter.
- **ICE RINKS:** Can adjust their winter quarter.
- **OCCUPIED BUILDINGS:** Includes frozen water pipes in the wall, broken washer hoses, leaking hose bibs and vandalism.
- **DELINQUENT PAYMENTS:** Includes renter fails to pay water bill, customer bankruptcies or foreclosures.
- **FAILER TO MAKE A WRITEN REQUEST:** The customer is required to make a request in writing for a sewer credit. The letter or e-mail should explain the reason for the water leak and include any documentation that the leak was repaired, or a reduction of water usage is reported by the Water Utility.

No sewer credit will be given until the leak has been repaired. The customer should be encouraged to pay the present water bill to prevent future penalties.

No sewer credits will be issued after the Water Utility has notified the customer of the high-water usage.

# TWO RIVERS

## SEWER CREDIT GUIDELINES AND REFERENCE

Version: 4/04/2023 Modifications as directed by the Public Utility Committee

Sewer credit will only be given for invisible water leaks.

The invisible water leak must have occurred during the winter period. The winter period includes the months of November, December, January, February, and March. (Note: all residential apartments no matter how many units are billed for sewer on their winter period.)

### BASIS FOR SEWER SERVICE CHARGES:

Sec. 5-2-5 B(1) Residential customers will be billed the sewer service charge for their actual water usage during the November through March period and the monthly average from the November through March period will be the maximum sewer billing for the period of April through October.

### INVISABLE LEAKS:

**LEAKING TOILETS:** The gasket between the water tank and bowl deteriorates or the float malfunctions.

**BROKEN WATER PIPES:** Buried water pipes, frozen or deteriorated and there were no visible signs on the surface. Water pipes under or in the walls of a vacant structure. This also includes broken washer hoses in a vacant structure.

**VACANT STRUCTURES:** The structure is not rented, or a portion of the structure was not occupied /utilized at the time of the leak. The structure was not occupied because of vacations, weekends, foreclosures or the place of business was closed for the day.

**EQUIPMENT LEAKS:** This includes leaking chillers, ice machines and heating humidifiers. Inquire if the water drained to the sanitary or to the storm sewer? Check the account for a deduct meter.

**VANDALISM:** When the structure was vacant an ex-renter leaves faucets running, or unknown person turns on the hose bib.

The Department of Public works will determine the amount of excess water usage for commercial accounts. Commercial accounts include two-unit apartments non-owner occupied or more, however no sewer credit will be given if the leak occurs during a non winter quarter.

Commercial accounts are charged for sewer on their total water usage. These accounts can receive a sewer credit at any time of the year.

If the excess usage occurs during the winter period, an adjustment may be made to the winter period. The winter period can be adjusted for any excess usage. (Visible or invisible leaks)