

**CITY OF EDGERTON UTILITY COMMISSION  
POLICY FOR LEAKAGE ADJUSTMENTS TO WATER & SEWER CUSTOMERS**

Water leakage adjustments may be given only when a leak occurs which is unknown to a customer. Consumption must be at least 50,000 gallons above the requesting customer's average usage for the most recent four quarters for commercial, Industrial and Public Authority Consumers and 20,000 gallons above the requesting customer's average usage for the most recent four quarters for Residential Consumers. An application can be filed for a water leakage credit an/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.

**WATER LEAKAGE CREDITS**

- A. A residential customer who is claiming a leak that is more than 20,000 gallons but less than 50,000 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, then 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 Water Utility at City Hall within thirty (30) days of the charge for which a credit is desired.
  2. Attach to the request a signed affidavit containing the following information.
    - 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. Residential, commercial, industrial, 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, then 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 Water Utility at City Hall 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.
    - a) The location of the leak, to include a statement 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.

#### **SANITARY SEWER CREDITS**

- A. 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 for an alleged leak over 50,000 gallons shall include a statement from a licensed plumber or certified equipment technician for a leaking appliance that all of the water from the leak was metered for discharge to the sanitary sewer system. Water from a leak that is metered for discharge into a storm sewer is not eligible for this credit.
- B. 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 75% of the rate per gallon charged for discharge into the sanitary sewer.

#### **REVIEW BY THE UTILITY COMMISSION**

- A. The Utility Commission may approve, partially approve or deny any credit request. If approved, the credits computed in sections A & B will be deducted from the amount of the current bill and a new bill provided.
- B. Only one credit may be allowed in twelve (12) quarterly billing periods (three (3) years) even if the second leak was caused by a different failure.
- C. Notwithstanding any other provision in this section, no credit shall be allowed for water loss caused by an act or negligence of the customer claiming the credit.
- D. All customers/or their representatives requesting credits will be required to be present at the next regularly scheduled Utility Commission meeting and will be advised of the status of their request.

**OTHER COSTS:** Cost incurred by the customer to comply with this section include, but are not limited to, inspection, evaluation, estimated, repairs, plumbing services, and plumber's statements. These costs will not be paid in any part by the City of Edgerton, its Utilities or any of its agencies or subunits, but remain the responsibility of the customer.

# LEAK CREDIT AFFIDAVIT

This form is required if your leak credit request is 20,000-50,000 gallons over your average usage

I, \_\_\_\_\_, personally appeared before the undersigned notary public to affirm that either I or my contractor have made repairs to the plumbing or appliance that has caused the leak for which I seek a credit. I affirm the following statements:

Describe the location of the leak. \_\_\_\_\_

\_\_\_\_\_

Describe the probable cause of the leak. \_\_\_\_\_

\_\_\_\_\_

**\*Attach all receipts for materials or repairs related to the leak.**

**I understand that if a credit is approved, I may not apply for another leak credit for 3 years.**

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature of property owner/tenant

State of Wisconsin

County of \_\_\_\_\_

Signed and sworn to (or affirmed) before me on \_\_\_\_\_  
Date

by \_\_\_\_\_,

Printed name(s) of individual(s) making statement

who proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

\_\_\_\_\_  
Notary Public

My commission expires on \_\_\_\_\_

In the space below, please provide a letter to the Utility Commission. The letter should provide a brief description of the cause of the leak, how the issue was addressed and what you are requesting. Thank you

A large, empty rectangular box with a thin black border, intended for the user to write a letter to the Utility Commission. The box occupies most of the lower half of the page.