



Commercial Sewer Usage Adjustment Policy

Eligibility

This policy is intended to address leaks which may be considered for a sewer adjustment. Only water pipe breaks (leaks) that which do not add to the volume of water at the Wastewater Treatment Plant (WWTP) may be considered for a sewer adjustment. There will be no adjustment to the water portion of the bill.

Billing Adjustments

Clifton Sanitation District (District) may consider utility adjustments to the sanitary sewer services for the following reasons **ONLY**:

- Clerical billing, reading error or proven malfunction of the water meter
- Sewer usage leak adjustment in accordance with approved policy

If you Suspect a water leak

The District has a sewer usage leak adjustment policy that may give you a credit on your utility bill, depending upon the nature of the water leak and if no water has flowed into the sanitary sewer system. If the **water leak** is determined to be your responsibility, you should repair the water leak and submit documentation of the repair (including receipts for labor, supplies and equipment) to the District office along with the completed *Sewer usage leak adjustment Request Form*.

After all documentation has been received by the District, a determination will be made if the leak is adjustable or not, and a letter will be sent to the mailing address on file with the District stating approval or disapproval of the leak and the details. Requests will be reviewed and a determination made as quickly as possible, but please note that this could take up to 30 days. The amount and time period to which the adjustment can be applied varies depending on the nature of the water leak. Any request for sewer usage leak adjustments must be made within 30 days of the water leak repair.

While a leak adjustment is being processed, customers are responsible for the **entire amount due** on their utility bills within the normal payment period. If payment is not made, the customer is subject to all collection and termination of service processes and procedures for delinquent accounts.

Please read the following before submitting a request for an adjustment. The Adjustment Request form is available at the Clifton Sanitation District office located at 3217 D Road or by calling 970-434-7422.



Commercial Sewer Accounts affected by water leaks

- The need to adjust the sewer volume charge of the monthly service bill may be evident by a customer complaint of excessive billing or evidence of water leakage on the customer side of the meter. To qualify for a sewer usage leak adjustment, the water usage must be at least double the average monthly usage and has not entered the sanitary sewer system. Average usage is defined as the average normal consumption for the previous twelve months.
- An account is eligible to receive one sewer affected leak adjustment during an 18-month period when sewer volume is billed according to actual water consumption.
- A leak adjustment may be extended across two billing periods to allow for repairs made during a mid-billing cycle.
- If an investigation of the meter and meter record establishes that the meter was properly read and no leak was discovered, no adjustment will be made.
- An adjustment may occur only after all leaks have been repaired and verified by District staff. To verify leaks have been repaired and usage has returned to normal, it may be necessary to obtain a second meter reading within a minimum of two weeks from the date of the first read following the repair.
- Reasonable efforts to locate the leak and initiate repairs must be taken within 30 days from the date of the water bill indicating a possible leak.
- Documentation of repairs are required prior to the approval of an adjustment.
- If an adjustment of the customer's bill is warranted, the amount of the bill will be determined based upon the average usage. If no history is available for comparison, the District will obtain readings to project normal usage. If a projection is not possible, the District will use class averages to bill the account.
- Authorization for a District representative to inspect the property where the leak occurred and to verify that the leak was repaired.
- Adjustments on sewer volume charges will **NOT** be made on the following:
 - Examples of leaks that would not be adjustable include, but are not limited to: dripping faucets, water leaking commodes/toilets.
 - More than one occurrence per any 18-month period;
 - Water loss due to theft, vandalism and construction damage.
 - Unoccupied or vacant properties are not covered under this policy. Resolution of these instances is the responsibility of the account holder or property owner;
 - Usage above the customer's average monthly consumption is due to seasonal usage such as swimming pools, irrigation systems, watering of lawns,
 - Bills claimed to be lost or not received;
 - Homes under Construction/Major Renovation;
 - Customer did not take immediate steps, after detection of the water leak, to prevent further loss of water; and



- Did not provide proof of the repair (receipts for any materials or services related to that repair).
 - Meter was tampered with in any way
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- The Water & Wastewater Services department shall be under no obligation to extend the discount or due date or the time for paying the bills because the customer disputes the amount of the bill.

All requests for billing adjustments must be received in writing or in person at the Clifton Sanitation District office during regular business hours. A ***Sewer usage leak adjustment Request Form*** must be completed for each adjustment stating the necessary information about the water leak and verifying the water leak repair. The Manager for the District or his/her designee shall file a written report of the customer billing adjustment and the action of the staff regarding the adjustment.



3217 D Road
Clifton, Colorado 81520
Phone 970-434-7422
Fax 970-434-2658

www.cliftonsanitation.com

Application for Sewer usage leak adjustment

The Clifton Sanitation District (District) allows a **Sewer Usage Adjustment** on customer bills for qualifying water leaks. To be eligible for an adjustment, *you must*:

1. NOT have received a leak adjustment in the previous 18 months.
2. No adjustment for an irrigation water leak (any water leaks associated with irrigation system is not eligible)
3. No adjustment for builders for new construction
4. The bill exceeds the customer's "average bill" by two times; and
5. Immediate steps were taken, after detection of the water leak, to prevent further loss of water; and
6. No water from the water leak has entered the sanitary sewer system (toilets, floor drains, etc)
7. Provide proof of the repair (receipts for any materials or services related to that repair).

Adjustments must be requested within 30 days of the date of the water bill indicating a possible water leak.

IMPORTANT: Please be aware that a large water leak may result in a water bill that could total SEVERAL THOUSAND DOLLARS! Small water leaks are typically less, but many small waterleaks are often a sign of a problem water line and indicate that larger and more expensive water leaks are likely to happen in the future. Since the Sewer usage leak adjustment is only available once in a 18 month period, if you request and receive an adjustment for a water leak, large or small, you will NOT be eligible for another sewer usage leak adjustment if you have a second or larger water leak in the future. If a service line is prone to future water leaks, the best way to reduce the risk of a second water leak is not to patch or "spot-fix" the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance. If you determine you qualify and wish to apply for a Sewer usage leak adjustment, please complete this form and return it to Clifton Sanitation District's office as soon as possible with the necessary receipts or support documentation. **NO ACTION CAN BE TAKEN TO PROCESS YOUR ADJUSTMENT UNTIL INFORMATION ON THE COMPLETED APPLICATION FORM IS RECEIVED AND ADJUSTMENT IS APPROVED BY CLIFTON SANITATION DISTRICT.**



APPLICATION FOR SEWER USAGE LEAK ADJUSTMENT CREDIT

Name: _____ Date: _____

Service Address: _____

Daytime Phone: _____

Customer Account Number: _____

Date you first noticed your water leak: _____ Date the water leak was repaired:

Where was the water leak located? (Please indicate below)

Inside the building Between the building and the water meter

Have you ever received a previous sewer usage leak adjustment?

NO YES, approximate year _____

Have you attached a receipt/documentation for the water leak repairs? YES NO**

**If "No", please complete the "No Repair Receipt/Documentation" form enclosed with this application. Note: Copies of receipts documenting the repair or a "No Repair Receipt/Documentation" form MUST be returned with your completed application, or the application will be returned to you. **

Please describe how your water leak was identified or provide any additional facts you think might be helpful (or attach an extra page)

How much is your total water bill? _____

By signing this request, I certify that I understand the terms and conditions of the Clifton Sanitation District's Commercial Sewer usage leak adjustment Policy.

Customer Signature

Print Name

Note:

• If you haven't received a water bill through the date your water leak was repaired, we will process your claim after your next bill. It takes an average of 30 days to process customer Sewer usage leak adjustment claims. Your patience during this process will be appreciated.

If you qualify, you will not receive any delinquency charges while we process your claim.

However you may still receive a notice as the system generates them automatically.

Methods for Adjustments:

- Adjustments would be based on the customer's "average bill."
- The Account Holder must not be delinquent (all amounts must be paid).



No Repair Receipt/ Documentation Form

Name _____

Address _____

Customer Account Number: _____

Please explain where your water line broke (attach additional pages if necessary)

Briefly describe repair _____

If repair parts were used for this repair or a commercial establishment performed the repair why are receipts not available?

Customer Signature

Date



REQUEST FOR BILLING ADJUSTMENT CREDIT

Name: _____ Date: _____

Service Address: _____

Daytime Phone: _____

Customer Account Number: _____

REASON FOR REQUESTING BILLING ADJUSTMENT:

Clerical Billing Error Suspected Meter Malfunction* Water leak**

Other (Please Explain): _____

* For Suspected Meter Malfunction, Water Department will contact you regarding testing and/or replacement.

**For Water leak, Please complete an *Application for Sewer usage leak adjustment* Form

Have you ever received a previous billing adjustment?

NO

YES, approximate year _____

For Water leaks:

Have you attached a receipt/documentation for the water leak repairs? YES NO**

If "No", please complete the "No Repair Receipt/Documentation**" form and "**Application for Sewer usage leak adjustment**" form and submit with this application. Note: Copies of receipts documenting the repair or a "No Repair Receipt/Documentation" form **MUST** be returned with your completed application, or the application will be returned to you. **

Sewer Usage Leak Adjustment Credit Worksheet 2013

This sewer usage leak credit should adjust for the water overage for one billing period or a leak adjustment may be extended across two billing periods to allow for repairs made during a mid-billing cycle.

Account Information:

Account Number: _____ Service Address: _____

Owner's Name: _____ Owner since (year): _____

Billing Period of Water leak: _____ Recalculation Date: _____

Credit Calculation:

1 Water consumption, in gallons, during billing period of water leak occurrence:

2 Non-water leak water volume*: _____

* - If owner has occupied for at least 12 months, insert water consumption volume for the average of the last 12 months

- If owner has occupied for less than 12 months, insert volume of highest water consumption within owner's occupancy

- If this is the owner's very first bill, insert previous owners' annual average should it be the same type of business (i.e.: hair salon, motel)

3 Water leak Volume (line 1 - line 2): = _____



4 Credit (line 3 x . \$ per k gallons): _____

Sewer Usage Bill Calculation:

Customer's original TOTAL bill during billing period of sewer usage leak occurrence:

Minus Credit: _____

Minus any late charge which accrued corresponding to the billing period of water leak occurrence: _____

applied and reversed from next billing cycle

New adjusted bill: _____

Form completed by: _____ Date: _____

Clerk's Signature

Approved: _____ Date: _____