

VILLAGE OF FOOTVILLE
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FOOTVILLE, WI 53537
Phone 608-876-6116
village@footvillewis.net

REQUEST FOR SEWER ADJUSTMENT

(Please read the Village's Sewer Adjustment Policy to determine if you have a qualifying leak.)

Customer Name:	Daytime Phone:
Service Address:	
Date leak was first noticed or date of water used that was not discharged to sanitary sewer(please write in meter reading for water use) :	
Describe how you noticed or discovered the leak:	
Describe the location/cause of the leak or reason for water use:	
Was the water used due to the leak discharged to the sanitary sewer?	
If not, explain why the water was not discharged to the sanitary sewer:	
Describe actions taken to repair the leak and attach copy of repair receipts (plumbing bill or parts):	
Have you received a previous leak adjustment or Sewer Credit? If so, provide approximate date:	
List the billing period dates for which you are requesting adjustment:	
List the amount of the bill you received for the leak period: \$	
It is suggested that customers pay the amount of an "average" bill at this time and remain current on future bills during the time an application for adjustment is being reviewed.	

Signature: _____ **Date:** _____

By signing this request, I agree to the following statements:

1. I understand the terms and conditions of the Village of Footville Sewer Adjustment Policy.
2. I am notifying the Village of Footville Sewer & Water Utility that I have sustained a water leak and that such leak has been repaired.
3. I agree to allow DPW personnel access for field verification of repairs.
4. I understand that submittal of this form does not guarantee an adjustment will be made.
5. I agree that all statements on this form and any attachments are true and correct to the best of my knowledge and understand that making false statements on a government record may result in legal action.

Date Application Received: _____	Average Usage: _____
Date Reviewed by Committee: _____	Average Bill: _____
Committee	Adjustment
Findings: _____	Amount: _____
_____	Date Applied to
_____	Account: _____

Sewer Usage Charge Adjustment Policy & Procedure

Responsibility

The Village of Footville Sewer & Water Utility is responsible for maintenance and operation of water distribution and wastewater treatment 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 sewer usage charges caused by water pipe breaks, leaks, pool fills or appliance failures that are catastrophic in nature and are beyond the control of the customer. When such sewer usage charges occur, adjustment of those charges may be considered if the usage resulting from the break, leak or failure is more than 2½ times the customer's average usage determined by the previous twelve (12) billing cycles. Where a customer has not occupied or owned a property for at least the previous twelve (12) billing cycles, an average of any billing cycles available will be used. (Example: average usage is 4,000 gallons per month. The usage must be over 10,000 gallons per month to qualify for an adjustment.)

A 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 Footville within 10 business days of when the high usage occurred.
- 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.

Procedure

A customer may apply for a sewer usage charge adjustment by completing an Application for Sewer Usage Charge Adjustment form. The customer must submit the application to the Village Hall within 20 days of the date of the bill that included a charge for the excessive use. It is strongly suggested that the customer 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. A committee consisting of 2 village board trustees, designated by the board president, and the department of public works director shall review applications for sewer usage charge adjustments on a monthly basis. As part of the review process, the committee may request an inspection by the department of public works of the property where the break, leak or failure occurred. The committee will notify the applicant of its determination as to whether the applicant will receive an adjustment within 30 days of receiving the application. If an adjustment is made, the committee will direct that the adjustment be applied to the next billing cycle.

Adjustment Terms

Water usage charges will not be reduced. 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 Footville, 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 charge over the 2½ times the average charge, as determined above, if a copy of a proper invoice from a plumbing company or plumber, attesting to the break, leak or failure as the cause of the excess usage, is submitted to the Village. A second occurrence is eligible for an adjustment of 50% of the sewer usage charge over the 2½ times such average charge when a copy of an invoice, as described above, is submitted to the Village. A third and subsequent occurrences are not eligible for an adjustment