

# Village of Footville

261 N. Gilbert St. / PO Box 445  
Footville WI 53537  
608-876-6116 / village@footvillewis.net

## SEWER USAGE CHARGE ADJUSTMENT APPLICATION

Customer Name: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Service Address: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

### Application for Pipe Breaks, Leaks, or Appliance Failures

Copy of repair bill and/or receipts must accompany this application

Location, cause, and date leak was discovered: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Was the water discharged into the sanitary sewer? \_\_\_\_\_

Actions taken to repair the leak: \_\_\_\_\_  
\_\_\_\_\_

### Application for Pool Fills and New Lawns

Water meter numbers MUST be recorded and submitted with this application-See Chart Below

Please indicate why you are requesting a Sewer Usage Charge Adjustment (Pool Fill, New Lawn, New Landscaping, Etc)

Water Meter Numbers	
<i>Beginning Number</i>	<i>Ending number</i>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**All Applications**  
Have you received a previous Sewer Usage Charge Adjustment? If "yes" please provide reason and date: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Billing period dates for which you are requesting an adjustment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Bill Total: \_\_\_\_\_ Usage: \_\_\_\_\_  
Account Number: \_\_\_\_\_  
**For Office Use**  
Average Bill (4 Cycles): \_\_\_\_\_  
Average Usage (4 Cycles): \_\_\_\_\_  
Sewer Usage Subject to Adjustment: \_\_\_\_\_  
Adjustment Amount: \_\_\_\_\_  
(Sewer Rates are \$9.84 per 1,000 Gallons. Amount is not prorated, will be rounded down to the nearest 1,000 Gallons)

I agree to the terms and conditions that are outlined in the Sewer Usage Charge Adjustment-Policy & Procedures

Signature: \_\_\_\_\_

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## SEWER USAGE CHARGE ADJUSTMENT POLICY & PROCEDURES

### **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.

### **Pipe Breaks/Leaks or Appliance Failures**

#### **Policy**

This policy is intended to address high sewer usage charges caused by water pipe breaks, leaks, or appliance failures that are catastrophic in nature and are beyond the control of the customer.

A sewer usage charge adjustment **will not** be considered in the following cases:

1. Customer fails to make prompt repairs to a pipe, appliance or fixture known to have defects or to be in need of repair.
2. Customer is unwilling to allow Department of Public Works staff to enter the property to inspect the reported break, leak or failure and/or to determine the need for repairs.
3. If there is a current and delinquent water & sewer utility balance a sewer usage charge adjustment will not be considered.
4. A recurring plumbing or appliance leak

#### **Procedure**

A customer may apply for a sewer usage charge adjustment by completing the Sewer Usage Charge Adjustment application. The customer must submit the application, to the Village Hall, within 15 days of the date of the bill that included the excessive use charge. The customer must pay the water portion of the billing for which the application is submitted and continue to pay subsequent bills, in full, during the time the application is under review. An inspection, by the Village, of the property where the break, leak, or failure occurred, may be required, this is up to the discretion of the department of public works. Applications will be reviewed at the regular Village Board meeting, during open session. If a credit is approved you will be notified and the approved amount will be posted to your account.

#### **Adjustment Terms**

Water usage charges cannot be credited back per the PSC. An occurrence which overlaps billing periods will be considered to be one occurrence. Adjustments to be considered must submit a completed application along with any specified supporting documentation. All adjustments are up to the discretion of the Village Board.

### **Pool Fills and New Lawns**

#### **Policy**

This policy is intended to address high sewer usage charges that are a result of swimming pool fills and the watering of new lawns. A sewer usage charge adjustment **will not** be considered in the following case:

1. If there is a current and delinquent water & sewer utility balance a sewer usage charge adjustment will not be considered.

#### **Procedure**

A customer may apply for a sewer usage charge adjustment by completing the Sewer Usage Charge Adjustment application. The customer must submit the application, to the Village Hall, within 15 days of the date of the bill that included the excessive use charge. The customer must pay the water portion of the billing for which the application is submitted and continue to pay subsequent bills, in full, during the time the application is under review. Applications will be reviewed at the regular Village Board meeting, during open session. If a credit is approved you will be notified and the approved amount will be posted to your account.

#### **Adjustment Terms**

Water usage charges cannot be credited back per the PSC. An occurrence which overlaps billing periods will be considered to be one occurrence. Adjustments to be considered must submit a completed application along with any specified supporting documentation. All adjustments are up to the discretion of the Village Board.