

POLICY
HOWELL TOWNSHIP UTILITIES
WATER LINE BREAK AND/OR LEAKAGE
FEBRUARY 10, 2014

Motion to approve Eaton, seconded Counts. Vote: yes – 7, no - 0

Waterline breakage or leakage only incurs water usage not sewer usage. In light of this Howell Township Board has enacted the following procedure.

Upon Howell Township's notification of a home or commercial business water line break or substantial leakage. Howell Township will supply the attached "Application for Adjustment of Water/Sewer Bill" and "Water Leak Adjustment Guidelines".

Certain types of leakage will not be credited (see #6)

Receipt of the completed application shall be within 30 days of the occurrence. Application must state corrective measures, receipts of repair and any other supporting documentation. The Utility Clerk will calculate the adjustment to the sewer bill. The adjustment will be signed by the Utility Clerk and Township Clerk.

Adjustments will be made in accordance with the "Water Leak Adjustments Guideline". (see attached) Customer will be notified of findings and/or adjustments.

Payments for extraordinary water and sewer usage due to water loss may be spread over a period not to exceed (6) months in equal payments at the discretion of the Utility Clerk. Interest and penalties will not be applied to the balance. If a payment is missed the entire remaining amount due will be on the next bill with penalties and interest.

In unusual or unforeseen circumstances or a dispute with the applicant, the Utility Clerk and/or the Township Clerk may request the Howell Township Board make the final determination at the next regular board meeting.

Howell Township Board

Water Leak Adjustment Guideline

Approved: Howell Township Board 2/10/14

Billing Adjustments

The water & wastewater services department may consider utility adjustments for the following reasons ONLY:

- Clerical billing or meter reading error
- Water leak adjustment that went through the water meter but did not enter the sanitary system in accordance with approved guideline

If you Suspect a Water Leak

If you determine that your water bill has gradually been getting larger and does not decrease, you may have a water leak. Howell Township has an **Application for Adjustment of Water/Sewer Bill** that may provide a credit on your utility bill, depending upon the nature of the water leak and if the excess water usage from this leak has not flowed into the sanitary sewer system.

If a water leak is discovered, you should repair the water leak and submit documentation of the repair (including receipts for labor, supplies and equipment) to the Howell Township billing office along with the completed **Application for Adjustment of Water/Sewer Bill**. Once your documentation has been reviewed and approved, an adjustment will be made if merited. Any approved adjustment must be made within (90) days of the water leak repair.

Please read the following before submitting a request for an adjustment to your bill for a water leak:

For Leaks That Do Not Enter Sewer System

1. Formal written application for a bill adjustment. This application is available at the Howell Township Hall.
2. Proof of leak and the repair through receipts from a plumber or for parts. (This requirement may be waived if repairs are verifiable.)
3. Our service worker(s) may be sent on location to confirm the location of the leak and verify that the water would not have gone through the sewer system and that the repairs were made and complete.
4. The need to adjust a water bill may be evident by a customer complaint of excessive billing or evidence of water leakage on the customer side of the meter. It is the customer's responsibility to keep their plumbing system in good working order.
5. Only one water adjustment per customer is allowed, unless otherwise waived by action of the Howell Township Board.
6. Adjustments on water/sewer bills will not be made on the following:
 - a. Routine dripping faucets, water leaking toilets or any type of faulty customer plumbing.
 - b. Premises left or abandoned or vacated without reasonable care for the plumbing system
 - c. Irrigation systems and/or watering of lawns.
 - d. Homes under construction/major renovation.
 - e. Customer did not take immediate steps, after detection of the water leak, to prevent further loss; and
 - f. Did not provide proof of repair.
 - g. Meter was tampered with in any way.

7. The Howell Utility department shall not be obligated to make adjustments of any bills not contested within thirty (30) days from the billing date. An adjustment can only be made for the billing for one billing period.
8. All requests for billing adjustments must be received in writing.

If an adjustment is deemed appropriate, the sewer portion of the excess water will be reduced to the customer's previous 12-month average.

Payments of Extraordinary Water and/or Sewer Bill

The Utility Clerk shall have the authority to accept payment of extraordinary water and/or sewer bills in regular payments spread out over a period not to exceed (6) Months. For the purposes of this section, an extraordinary water and/or sewer bill is one which includes a charge for a substantial amount of water loss through a leak.

If you have any questions concerning this information, call the Howell Township Utility Department, Customer Service at 517-546-2817 ext 104.

For HOWELL TOWNSHIP Use Only - Do not fill in.

HOWELL TOWNSHIP UTILITIES

3525 Byron Road
Howell, MI 48855
517-546-2817 - Phone
517-546-1483 - Fax
www.howell-mi-twp.org

Amount of Adjustment: \$ _____

Approved By: _____

Date of Adjustment: _____

Application for Adjustment of Water/Sewer Bill

Account No: _____

Full Name: _____
Last *First*

Property Address: _____
Street Address

_____ *City* *State* *ZIP Code*

Home Phone: () _____ Phone: Cell () _____

Property Owner & Phone (if different than resident) _____

Complete Section A and return with all requested documents and information, to our office. Mail to: Howell Township Utilities, 3525 Byron Road, Howell, MI 48855, Attn: Utility Billing Department. You will be notified by phone of any adjustments that were made or any other decision rendered by our office. This will be done as soon as applicable.

Section A
Describe Problem: Explain what happened, how you discovered the problem, the date problem occurred and attach photos. (If additional space is needed, attach separate sheet)

Section A

Describe Problem: Explain what happened, how you discovered the problem, the date problem occurred and attach photos. (If additional space is needed, attach separate sheet)

Corrective Action & Meter Read When Corrected: Meter Read _____ Date: _____

List what you did to repair the problem. Attach copies of repair bills, receipts for parts and supporting documentation.

In making this request, I understand that Howell Township and/or the MHOG Utility Department reserves the right to inspect any or all repairs.

Signature

Date