

## City of Algonac Leak Adjustment Policy

In the event a City of Algonac water/sewer customer experiences a much larger than usual bill caused by a leak/break in their water service line it is the City of Algonac's policy to adjust the sewer portion of a customer's bill according to the following rules.

Please read the following before submitting a request for an adjustment to your bill for a leak. The Adjustment Request form is available at City Hall or thru our website at [www.algonac-mi.gov](http://www.algonac-mi.gov) .

1. The need to adjust the sewer portion of a utility bill may be evident by a customer complaint of a much larger than normal bill or evidence of a leak on the customer side of the meter. To qualify for a leak adjustment, the water usage must be at least 100% above the average billing usage and has **NOT** entered the sanitary sewer system (typical example; hose bib or leak under the house). Average usage is defined as the average normal consumption for the prior twelve month period.
2. It is the customer's responsibility to keep their plumbing system in good working order.
3. Only one leak adjustment per customer per 12 month period is allowed.
4. The Water Department will first determine that the meter has been read properly. If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of meter reading equipment a new bill will be issued using an estimated reading based on the last 12 month period. There will be no penalties assessed in the event the adjustment procedure delays payment past the penalty date.
5. If the customer questions the accuracy of the meter, he may pay the utility bill in question, plus a testing fee of \$25.00. The Water Department will test the meter in accordance with guidelines established for used water meters by the American Water Works Association (AWWA). If the meter tests accurate, the customer forfeits the meter testing fee. If the meter does not meet AWWA accuracy standards, the city shall credit the meter testing fee to the customer on their next bill and repair or replace the meter at the city's expense.
6. If it is determined the customer qualifies for an adjustment according to the rules stated herein then the adjustment in the customer's sewer portion of their bill shall be the difference between the amount stated in the bill in question and the average sewer bill of the customer over the past 6 billing cycles.

