STATEMENT OF POLICY

REQUESTS FOR WATER/SEWER FEE ADJUSTMENT

From time to time, even the most well-maintained properties suffer damage that results in a water leak. These leaks can result in significant water loss before the property owner becomes aware of the leak. The Liverpool Municipal Authority has no legal obligation to reduce water and sewer fees due to identified/unidentified leaks in a property owner’s plumbing. The Municipal Authority may grant policy exception to adjust fees under certain circumstances at the written request of the property owner. Requests for leaking toilets or items identified in Section VI-Special Conditions, 6.02 will not be considered.

Upon discovering a leak, it is the property owner’s responsibility to repair the leak within a reasonable period of time:

* *Fee adjustments will not be granted for more than two consecutive billing periods in a single calendar year.*
* *Fee adjustments cannot be requested for the same Service Address more than once in a single calendar year or more than four times in a five-year period.*
* *Fee adjustments will be granted at the sole discretion of the Liverpool Municipal Authority by majority vote of the board members.*

LINE BY LINE INSTRUCTIONS FOR COMPLETION OF FORM

REQUESTOR’S NAME – Insert the name of the Municipal Authority customer as it appears on the customer’s Water/Sewer bill. (The customer’s name is located below the Account Number on the Payment Stub.)

SERVICE ADDRESS – The Service Address is located below the Account Number and above the Billing Period information on the Water/Sewer Bill.

ACCOUNT NUMBER – Insert the 4-digit account number as it appears on the customer’s Water/Sewer Bill.

BILLING PERIOD(S) FOR ADJUSTMENT REQUEST – Provide the Billing Period dates of the billing period(s) for which the request is being made. The Billing Period dates are located below the Service Address on customer’s Water/Sewer Bill. For example, if you are requesting an adjustment for the Billing Period: 09/30/21 to 12/28/21, write ‘9/30/21 – 12/28/21’ on this line.

DATE LEAK FIXED – Insert the date on which the leak was repaired. Please attach supporting documents (copy of a plumber’s invoice, sales receipt for plumbing materials, etc.).

COMMENTS – Insert any relevant comments that will help the Municipal Authority board members decide on the status of your request. For example, the Municipal Authority may consider waiving excess sewer charges if the customer can demonstrate that the leak did not result in excess water entering the sewer system.

SIGNATURE and DATE – Don’t forget to sign and date the request form before returning it to the Municipal Authority.

**Appendix B**