

ST. CLAIR TOWNSHIP
1539 S. Bartlett Rd. St. Clair, MI 48079
Phone (810) 329-9042 Fax (810) 329-1198
www.stclairtp.org

Leak Adjustment Policy

Please read the following before submitting a request for an adjustment to your bill for a leak. The Adjustment Request form is available thru our website.

1. The need to adjust a utility bill may be evident by a customer complaint of excessive billing or evidence of leakage on the customer side of the meter. To qualify for a leak adjustment, the water usage must be at least 100 percent above the average quarterly usage and has not entered the municipal sanitary sewer system (i.e. leaking commode/toilet). Average usage is defined as the average normal consumption for the prior three months.
2. It is the customer's responsibility to keep their plumbing system in good working order.
3. Only one leak adjustment per customer per year (12 months of the customer's payment history) is allowed, unless otherwise waived by action of the Township Board.
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 utility equipment, a new bill will be issued using an estimated reading based on the last 12 month billing period. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.
5. If an investigation of the meter and meter record establishes that the meter was properly read and that there was no failure of utility equipment, the bill will remain valid and payable. A testing fee will also be added to the bill for any meter proven to be in proper operating order.
6. If the customer questions the accuracy of the meter, he may pay the utility bill in question, plus a testing fee at a rate to be set by the Township from time to time. The Water Department will remove the meter and have it tested in accordance with guidelines established for used meters by the American Water Works Association (AWWA). If the meter tests accurate, the customer forfeits the meter testing deposit. If the meter does not meet AWWA accuracy standards, the Utility shall refund the meter testing deposit to the customer and repair or replace the meter at the Township's cost.

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Application for Leak Adjustment

St. Clair Township offers a **ONE-TIME-ALLOWANCE PER YEAR FROM LAST ADJUSTMENT** on customer bills for qualifying water leaks.

To be eligible for an adjustment, **you must:**

1. NOT have received a previous adjustment-one undetected leak per year from last adjustment (for example – received adjustment on 2/28/10 will not receive another until after 2/28/11).
2. No adjustment for an irrigation leak (any leaks associated with irrigation system is not eligible)
3. No adjustment for builders for new construction
4. The bill exceeds the customer's "average bill" by three times; and
5. Immediate steps were taken, after detection of the leak, to prevent further loss of water; and
6. No water from the leak has entered the sanitary sewer system (toilets, etc)
7. Provide proof of the repair (receipts for any materials or services related to that repair).

Adjustments must be requested within 30 days of the date of the water bill suspected of indicating a water leak, or within 30 days of when the Township of St. Clair notified you of the suspected problem, whichever came first.

IMPORTANT: Please be aware that a large leak may result in a water bill that could total SEVERAL THOUSAND DOLLARS! Small leaks are typically less, but many small leaks are often a sign of a problem water line and indicate that larger and more expensive leaks are likely to happen in the future. Since the Leak Adjustment is a one-time-only benefit, if you request and receive an adjustment for a leak, large or small, you will NOT be eligible for another leak adjustment if you have a second or larger leak in the future. If a service line is prone to future leaks, the best way to reduce the risk of a second leak is not to patch or "spot-fix" the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

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If you determine you qualify and wish to apply for a Leak Adjustment, please complete this form and return it to Township Hall as soon as possible with the necessary receipts or support documentation. **NO ACTION CAN BE TAKEN TO PROCESS YOUR ADJUSTMENT UNTIL INFORMATION ON THE COMPLETED APPLICATION FORM IS RECEIVED AND ADJUSTMENT IS APPROVED BY THE TOWNSHIP BOARD.**

By signing this request, I certify that I understand the terms and conditions of the St. Clair Township Leak Adjustment Policy.

Customer Signature

Print Name

Note:

If you have not received a water bill through the date your leak was repaired, we will process your claim after your next bill. It takes an average of 30 days to process Leak Adjustment claims. Your patience during this process is appreciated. If you qualify, a pay delay will be put on your account so you will not receive any delinquent notices while we process your claim.

Methods of Adjustment:

Adjustments will be based on the customer's "average bill". The customer will pay the amount of their "average bill" plus all water used over their average usage calculated at the prevailing bulk purchase rate. If the usage crossed two months of billings, two minimums would be paid.

No Repair Receipt/Documentation Form

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Name _____ Date _____

Address _____

Telephone _____ Acct # _____

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Please explain where your water line broke (attach additional pages if necessary)

Briefly describe the repair

If repair parts were used for the repair or a commercial establishment performed the repairs, why are receipts not available?

Signature of applicant _____

Print name _____