

City of Algonac Application for Leak Adjustment

The City of Algonac offers a **ONE-TIME-ALLOWANCE PER YEAR FROM LAST ADJUSTMENT** on customer bills for qualifying water leaks.

To be eligible for an adjustment,

1. The customer must NOT have received a previous adjustment within the same 12 month period. (for example – received adjustment on 2/28/13 will not receive another until after 2/28/14).
2. The bill exceeds the customer's "average bill" by 100%; and immediate steps were taken after detection of the leak to prevent further loss of water.
3. No water from the leak had entered the sanitary sewer system (hose bib, break under House, etc).
4. Provide proof of the repair (receipts for any materials or services related to that repair). If no receipt, fill out the No Receipt Repair Documentation Form.

Sewer credit example;

Current use 21,000 gallons
Average use 9,000 gallons

Sewer Credit
Adjustment 12,000 gallons

Leaks that are ineligible for adjustment,

1. No adjustment will be given for an irrigation system leak
2. No adjustment for builders for new construction.

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 City of Algonac 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. 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.

If you determine you qualify and wish to apply for a Leak Adjustment, please complete this form and return it to City 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 signing this request, I certify that I understand the terms and conditions of the City of Algonac 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 be responsible to pay the amount of their “average bill” plus all “**water usage fees**” beyond the customer’s average bill.