

WATER LINE BREAKAGE CREDIT POLICY

Water usage due to a water line malfunction or undetected faulty water equipment is eligible for a utility credit under certain circumstances.

The City Manager and the DPW Director is authorized to reduce water/sewer usage expense as a credit on a customer's utility bill if the following is documented.

1. The incident is not a second occurrence where the cause of the first occurrence was not properly repaired.
2. The water usage, which is above average use as documented from previous periods, is eligible for a 50% credit for water usage.
3. The spoiled water use, which was above normal use and it did not enter the sanitary sewer system, is eligible for full credit for sewer usage.
4. The spoiled water use, which was above the normal use and it did enter the sanitary sewer system, is eligible for a 50% credit for sewer usage.

**CITY MANAGER and/or the DPW Director MUST APPROVE ALL WATER BILL ADJUSTMENTS,
BEFORE THE BILL IS ADJUSTED.**

All other requests must be brought before City Council.

Approved 10-12-2015 Motion 15-122