

VILLAGE OF LEESBURG

57 SOUTH FAIRFIELD STREET • P.O. BOX 305 • LEESBURG, OHIO 45135

MAYOR'S OFFICE
Phone 937-780-3801
Fax 937-780-3101

FISCAL OFFICER
Phone 937-780-6928
Fax 937-780-3101

WATER DEPARTMENT
Phone 937-780-3281
Fax 937-780-3101

REQUEST FOR UTILITY ADJUSTMENT

All utility bill adjustments (water leaks and pool fills) must be approved by Village Official(s).

Date: _____

Account # _____

Name on Account: _____

Customer Name (if different): _____

Phone Number: _____

Service Address: _____

Mailing Address (if different): _____

Explanation for Adjustment (i.e., broken pipes resulting in leaks that do not enter sewer):

Date Leak was Found: _____ Date of Repair: _____

Pool Fill Adjustment – Date Filled _____

Signature of Requestor: _____

OFFICE USE ONLY

Water Adjustment: _____

Signature of Administrator: _____

Sewer Adjustment: _____

Date: _____

No Adjustment: _____

LEAK ADJUSTMENT POLICY

All water delivered through the meter cost the Village of Leesburg in treatment costs. Leaks that enter the sewer system also cost the Village due to the treatment of wastewater. When a water leak occurs, even though the water is not used by the customer, it has been treated.

If a customer has a higher-than-normal water/sewer bill due to a leak that did not enter the sewer the customer may be eligible for a one-time sewer leak adjustment. Plumbing leaks on the property/ owners' side of meter are the sole responsibility of the owner. Customers/owners are responsible for maintaining all service lines and fittings from the house to the customer's side of the meter. You, the customer, are responsible for repairing all leaks, service line breaks, or other problems from the meter to the house. Toilet leaks, leaky faucets, malfunctioning appliances and water softeners enter the sewer system and do not qualify for an adjustment.

Please note that any "**Leak Adjustment**" is considered a courtesy.

One adjustment is permitted for a qualifying leak. It is imperative that leak repairs are made as soon as possible. Please contact the Village as soon as your leak is repaired so the Village may verify repair and read the meter. The Village must verify that the leak has been repaired and the leak must be above the average customer usage based on the previous six months bills to qualify for a sewer adjustment.

A copy of a plumber or contractor repair bill must accompany the leak adjustment request form. If the customer repaired the leak, a copy of the materials must accompany the request. No adjustments can be made until the leak is fixed and proof of repair is provided.

A qualifying leak adjust is calculated based on the customer average six months usage. The Village of Leesburg allows one adjustment per leak a year.

The Village Administrator shall shut off water service to any customer with a water leak and water usage 8,000 gallons above their average monthly usage. In the event of a shut-off due to extraordinary use the Village Utilities Department shall attempt to personally notify customer, if unable a notice will be left at the service address. The service will not be restored until the Village verifies that leak has been repaired.

The Village recognizes that a high-water bill resulting from an accidental, unpreventable water leak can present financial hardship to a customer. The Village has determined that any leak 50,000 gallons or more is extraordinary and has established a one-time adjustment per customer per service address for up to 50% or ½ of the excess water bill above the normal consumption. The customer's average water usage based on the past six (6) months will be subtracted from the leak total, the remaining balance will be divided by two and this is the amount of water that the customer is responsible for paying.

As a courtesy the Village of Leesburg will allow a once-a-year adjustment for pool fills provided the pool is larger than 1,000 gallons and the utility bill usage exceeds the customers six-month average usage.

The Village of Leesburg may consider utility adjustments for the following reasons:

- Clerical billing or reading error on part of the Village
- Proven malfunction of the water meter
- Leak adjustment in accordance with above policy

*****Please note ALL utility billing adjustments must be approved by Village Officials (Administrator or Council)**