



SENECA FALLS WATER/SEWER DEPARTMENT



Seneca Falls Water/Sewer Department offers leak adjustment as a courtesy to individuals who qualify.

HOW DO I APPLY FOR A LEAK ADJUSTMENT?

- Complete and send in a “Leak Credit Request” (attached) along with the proof of repair (a copy of the repair bill or receipt for repair parts) if applicable.
- The Water/Sewer office will submit the request to the Town Board for review.
- The request will be considered once the meter is read for the billing period following the leak repair.
- While waiting for any credit adjustment, pay an amount equal to your normal bill or the minimum bill. This will make the eventual payment of the unadjusted balance easier to handle.
- If the bill is paid in full, any credit offered will apply to your next bill(s) on your account.
- You will receive the bill following the leak repair, calculated without the benefit of any possible credit adjustment. Do not pay this bill yet if the adjustment is not written.
- A letter will be sent informing you of your leak adjustment status, and the required payment due. You should receive the adjustment letter within 7 days of the billing date. If you do not, please call the Water/Sewer office.

If you have any further questions, please call the Water/Sewer office at (315) 568-6211 or email us at sfwclerk@senecafalls.com

IMPORTANT INFO AND FAQs

HOW MANY TIMES CAN I APPLY FOR A LEAK CREDIT?

A credit may be granted **ONE TIME ONLY** per property and consist of 100% credit of the portion in excess of normal usage.

HOW LONG DO I HAVE TO APPLY FOR A LEAK CREDIT?

To be eligible, you must submit the form before your next billing cycle. All repairs must be made without delay or before your next reading.

WHAT IS THE BENEFIT OF MAKING REPAIRS QUICKLY?

The Towns time frame to apply for a leak credit is up to two consecutive quarters (billing cycles) because we recognize that some leaks may involve more time and cost to repair properly. If you have a leak for more than two billing cycles you will only receive credit for two of those.

HOW WILL THE TOWN CALCULATE MY LEAK CREDIT?

If the leak is repaired within the respectable amount of time, the Town will calculate a credit based on the excess consumption of his or her normal usage.