



# 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](mailto: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.

**SECTION 1 – TO BE COMPLETED BY HOMEOWNER**

**WATER CUSTOMER INFORMATION (Please type or print clearly)**

CUSTOMER NAME:

SERVICE ADDRESS:

DAYTIME PHONE #:

DATE LEAK REPAIRED:

BRIEF DESCRIPTION OF LEAK & REPAIR:

**RECEIPTS OF LEAK REPAIRS MUST ACCOMPANY THIS FORM.**

By signing below, I certify that I am the account holder and that the leak described above has been repaired. I am requesting that the Town of Seneca Falls consider my request for a leak credit.

HOMEOWNER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**SECTION 2 – TO BE COMPLETED BY WATER/SEWER DEPARTMENT**

DATE FORM RECEIVED:

ACCOUNT #:

METER READ DATE TO USE FOR WATER LEAK CREDIT EVALUATION:

IF CREDIT GRANTED, WATER BILL ANTICIPATED TO SHOW THE CREDIT OF:

AMOUNT OF EXCESS CONSUMPTION:

ESTIMATED LEAK PERIOD BASED ON CONSUMPTION HISTORY: (ATTACH SERVICE HISTORY)

LEAK MONTH CONSUMPTION:

PAST AVERAGE NORMAL CONSUMPTION:

ACCEPTED BY: (INITIALS)

REVIEWED BY: (INITIALS)

CREDIT GRANTED

DATE APPLIED: \_\_\_\_\_ INITIALS: \_\_\_\_\_

CREDIT DENIED