



TOWN OF SENECA FALLS

Office of Water & Sewer

130 Ovid Street, Seneca Falls, New York 13148

315-568-6211

www.senecafalls.com

REQUEST WATER LEAK ADJUSTMENT & FAQ's

HOW DO I APPLY FOR A WATER LEAK ADJUSTMENT?

- Complete and send in a "Leak Credit Request" (attached) along with proof of repair (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, the customer shall pay an amount equal to the 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 be applied to your next bill(s) on the account.
- You will receive a bill following the leak repair, calculated without the benefit of any possible credit adjustment. Do not pay this bill 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 receive a letter, please call the Water & Sewer office.

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

I M P O R T A N T F A Q ' s

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 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 no more than two cycles.

HOW WILL THE TOWN CALCULATE MY LEAK CREDIT?

If the leak is repaired within a reasonable timeframe, the Town will calculate a credit based on the excess consumption of the property's regular usage.



TOWN OF SENECA FALLS

Office of Water & Sewer

130 Ovid Street, Seneca Falls, New York 13148

315-568-6211

www.senecafalls.com

REQUEST WATER LEAK ADJUSTMENT & FAQ's

REQUEST for WATER LEAK ADJUSTMENT

SECTION 1 – TO BE COMPLETED BY HOMEOWNER

Customer Name: _____

Service Address: _____

Daytime Phone #: _____ - _____ - _____

Date Leak Repaired: _____ / _____ / _____

Brief Description of Leak & Repair:

RECEIPTS FOR 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 the Town of Seneca Falls consider my request for a leak credit.

Homeowner's 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)			
Date Credit Granted:	Amount Granted:	Date Denied:	Reason For Denial:		