

Somerset County Sanitary District Inc.
Water and Sewer Billing Leak Credits Policy
(Excluding toilet and interior faucet leaks)

A customer can request a credit for one billing cycle of water and sewer billings, if the customer can provide information, such as a plumber's statement, receipts for repair items etc., to prove that the property did have a leak and what type of repair was made. The customer will need to provide us with a letter stating what type of leak occurred, how long the leak lasted and when the leak was fixed. Any credits given for leak statements will only receive a credit on the sewer portion of the bill and will be based on the customer's average bill. In the event that a customer requests a credit and no history is available for us to get an average, the customer will have to wait until a good history is available to do the credit. Customers that are water only are not eligible for leak credits. Any requests for credits past one billing cycle will be denied. Any customer who has been denied a credit can appeal the decision to the Sanitary Commission.

In the event that a customer request more than 2 credits in a 3 year period, the Sanitary District will require approval from the Sanitary Commission.

CUSTOMER MUST PROVIDE THE FOLLOWING:

- PLUMBERS STATEMENT OR RECEIPT FOR PARTS, AND
- A WRITTEN STATEMENT REQUESTING CREDIT WITH THE FOLLOWING INFO:
 - A. WHEN THE LEAK OCCURRED
 - B. ABOUT HOW LONG THE LEAK WENT ON
 - C. WHAT TYPE OF LEAK

Approved by Sanitary Commission on : November 21, 2013