

Town of Winfall

Sewer Policy: Water Leak Adjustment Procedure

Purpose

This policy establishes the guidelines and procedures for providing sewer billing adjustments for customers of the Town of Winfall when a verified water leak occurs. The purpose is to ensure fairness while maintaining the integrity of the Town's sewer billing system.

1. Eligibility for Sewer Leak Adjustment

A sewer leak adjustment may be considered when:

- A customer experiences a water leak that results in unusually high-water usage, **and**
- The customer provides **documentation or proof** that the leaked has been fixed.

Acceptable documentation may include, but is not limited to:

- Invoices for plumbing repairs
 - Photographs of the leak location
 - Written statements from a licensed plumber
 - Any additional verification requested by the Town
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2. Leak has been fixed

When it is verified that leaked has been fixed:

1. The Town will calculate the customer's **average sewer usage** based on the **last three (3) sewer bills**.
 2. The sum of the last three sewer bills will be **divided by three (3)** to determine the average.
 3. A **new adjusted sewer bill** will be issued using this calculated average.
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3. Adjustment Limitations

- Only **one leak adjustment** will be granted per billing cycle.
- Multiple adjustments for the same leak event will not be granted.
- All decisions are subject to verification and approval by the Town of Winfall.

4. Customer Agreement Requirement

Before any leak adjustment is approved, the customer must sign a **Water Leak Adjustment Agreement** acknowledging:

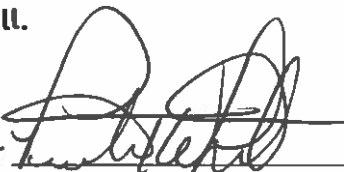
- They understand how the adjustment was calculated.
- They agree to the adjusted amount.
- They acknowledge this adjustment does not set precedent for future adjustments.
- They understand additional documentation may be required.
- The customer has 60 days to report the leak.

A copy of the signed agreement will be kept on file by the Town.

5. Effective Date

This policy becomes effective upon adoption by the Town of Winfall Town Council and remains in effect until it is amended or repealed.

Adopted this 8th day of January, 2026, by the Town Council of the Town of Winfall.

Mayor 

Clerk 11-15-2026


Town of Winfall Sewer Leak Adjustment Agreement Form

Customer Name: _____

Service Address: _____

Account Number: _____

Date of Leak Discovery: _____

Date Leak Was Repaired: _____

Type of Leak: ☐ Indoor ☐ Outdoor ☐ Other: _____

Documentation Provided: ☐ Repair Invoice ☐ Photos ☐ Plumber Statement ☐ Other:

Adjustment Calculation (Completed by Town Staff)

- Last 3 Sewer Bills: \$_____ \$_____ \$_____
- Average of Last 3 Bills: \$_____
- Adjusted Sewer Bill = Average of last 3 bills

Final Adjusted Bill Amount: \$_____

Customer Agreement Statement

I, the undersigned, acknowledge that:

- I have provided accurate documentation regarding the water leak.
- I understand how my sewer leak adjustment was calculated.
- I accept the adjusted bill amount issued by the Town of Winfall.
- I understand this adjustment does not guarantee future adjustments.
- I agree that all information provided is true to the best of my knowledge.

Customer Signature: _____ **Date:** _____

Town Staff Signature: _____ **Date:** _____

Sewer Leak Adjustment