

Village of Palmyra - Water and Sewer Utility

Customer Account Crediting Policy

Policy

The Village of Palmyra's leak credit policy is intended to address high use utility bills caused by water pipe breaks and failures or fitting failures that develop inside a building that are beyond the control of the customer. It is the responsibility of the customer to ensure that all plumbing, fixtures and appliances in their building are maintained in sufficient operating condition using best common practices to ensure their proper functionality. It is not the intention of this policy to issue credits resulting from lack of maintenance and is designed to address catastrophic failures that results in a bill that is 150% or more than the customer's typical usage.

Consideration for water and sewer credits to accounts will be made on a case by case basis and will not be made more than once in a two-year period while the customer occupies the same address. Credits will be awarded in the form of an applied amount to the customer's account. The Village will only go back a maximum of 6 months when issuing a credit. Refunds by check will only be made when an account is closed and the customer has a credited balance remaining on the account after the account is closed.

Applicability

A fully completed Application for Utility Billing Adjustment form must be submitted for a credit to be considered. Applications can be submitted to the Village of Palmyra:

In person at 100 W. Taft St. – Palmyra, WI 53156 (after hours applications can be dropped off at the drop box on the north side of the building).

Or via USPS at P.O. Box 380 – Palmyra, WI 53156

Indoor Water Leak Credit

No credits for sewer use will be approved for leaks inside a building if the leaked water entered the sewer system via any fixture, appliance or drain.

Sewer use credits for indoor water leaks will only be approved if the customer can provide enough evidence that the water that was leaked did not enter the sewer system. It will be the burden of the customer to provide adequate proof to justify the claimed application.

Outdoor Water Leak Credit

Sewer credits may be considered for excess water usage resulting from a leak that occurred outside the building if a customer can prove that the water that was leaked did not enter the sewer system. It will be the burden of the customer to provide adequate proof to justify the claimed application.

Calculation of Credit

Any eligible credit for sewer use will be calculated by subtracting the average water usage for previous like quarter(s) from the quarter in which the credit is being applied for. If a customer has been a customer for less than one year, the average of the previous quarters will be used. If a customer does not have a history of accurate verified readings, estimated or prorated usage cannot be used to calculate the credit and the customer will not be eligible for a credit.

Eligible water credits may be issued by using the same calculation procedure for sewer credits and the eligible usage amount will be billed at the lowest step in the water usage rates. Normal usage rates will be billed using the corresponding rate structure amount.

Credits for leaks that are repaired more than 30 days after a high use billing issuance will not be considered.

Application Review and Appeals

All applications will be reviewed by the Department of Public Works Superintendent and a determination made within 15 days of application's submittal.

All credit requests that result in a potential reduction of more than \$1,000 must be approved by the Public Works Committee prior to issuance. Customers will be notified of this situation and when the secondary review is scheduled to take place.

Customers who do not agree with the Superintendent's determination of their application have the right to appeal their application to the Public Works Committee for further review within 20 days of the date that the initial determination is issued.

All bills will be due as issued on the original billing while a credit request(s) is being reviewed.

Approved by Village Board – November 2016