CITY OF GRISWOLD

General Policy/Procedure

Water/Sewer Adjustment Policy

ADOPTION DATE: March 13, 2023

REVIEW PERIOD: This policy is to be reviewed every three years or as needed.

STATEMENT OF POLICY

It is the desire of the Griswold City council to try and help reduce hardship on its residents by offering a "One Time Leak Credit per year" in the event of a water leak in the home. This credit will be allowed once a calendar year on the sewer portion for the address, account #, or property owner. If any one of these had a prior leak credited, then no consideration will be given.

Although there is no obligation for the City of Griswold to adjust the account when the water has been metered properly, it is the City of Griswold's desire to encourage customers to make prompt repairs and/or provide a permanent solution and show consideration for the unusual circumstances by sharing the cost of excessive sewer billing charges. The City of Griswold will make a "One Time Leak Credit Per Year" in the event of a water leak in the home. This credit will be allowed once a year on the sewer portion of the bill. If a prior leak was credited in that time frame no consideration will be given.

In order to receive a "One Time Leak Credit" the individual who is in charge of the account must make a formal request to the city by filling out the "One Time Leak Credit" request form and answer **ALL** of the questions on the form.

Formula: Take a 4-month average of a normal sewer bill and that amount will be the new usage for the sewer portion of the bill.