

Water Leak Sewer Credit Policy

This policy is intended to address leaks which may be considered for a sewer credit. Only intentional or accidental excess water use which does not add to the volume of water at the WWTP may be considered for a sewer credit. The user must submit written proof that the excess water did not enter the Village of Somerset sewer system. There will be no adjustment to the water portion of the bill. (Sec. 9-2-11)

Application Process

Upon receipt of written submission of proof to the Village of Somerset Public Works Director or designated representative the request for credit will be reviewed and determined if a credit may be issued. An appeal of this decision may be made to the Public Works Committee and Village Board within thirty (30) days of the decision. To be eligible for review, the following must be provided within sixty (60) days of the bill date. (Sec 9-2-11)

1. Name of Customer (and property owner if different)
2. Phone number of customer (and property owner if different)
3. Address of property where leak occurred
4. Owner occupied or rental
5. Was property occupied at the time the leak occurred?
6. Date customer became aware of leak
7. Date leak was repaired
8. Copies of repair invoices or receipts
9. Letter of explanation of how the leak occurred
10. Photographs of the leaking pipe (if available)
11. Authorization for a utility representative to inspect the property where the leak occurred

High water usage resulting from any other incident is not eligible for any sewer credit. Examples of water use not eligible for sewer credits are as follows.

- Leaking toilets and faucets
- Leaking water softeners
- Leaking hot water heater
- Faulty humidifier on furnace