



City of Oakwood

REQUEST FOR SEWER REDUCTION CREDIT

If you have experienced a water leak on your property and it has been repaired within the past 30 days and the water did not enter into the sanitary sewer system, then you may be eligible for an adjustment to the sewer portion of your bill. Please complete the attached request form and provide supporting documentation about your water leak to help us determine if you qualify for a leak adjustment.

Examples of adjustments that may qualify for a sewer credit:

- An underground service leak – between the meter pit and the point where the service line enters the structure.
- A leak in a pipe that is located in a slab or crawl space

The following items do not qualify for a sewer credit

- Malfunctioning toilets or other water using appliances
- Leaking faucets or valves (including outside water spigots)
- Water used to fill a swimming pool if the water was not measured by an approved metering device (the City has a meter available to rent to fill a swimming pool)

To request a sewer reduction credit please complete the following steps:

1. The source of the leak (s) must be repaired.
2. Complete Request for Sewer Reduction Credit Form, including the statement by you telling us about the leak. Provide as much information as possible to indicate where the leak was and the approximate time frame of the leak.
3. Provide an invoice or receipt documenting that the leak was repaired.
4. If your repairs were not made by a licensed plumber, provide as much documentation as possible including copies of receipts for material purchased for the repair(s).

Request for leak adjustments must be submitted within 30 days of the leak repair to be considered for an adjustment. Your request will be reviewed and the City will send you a letter to notify you of the determination.

Adjustment will only be made to sewer charges for up to two billing periods (approximately 60 days).

The City Ordinance does not allow for any adjustment to the water portion of the bill, all water that passes through the meter must be billed. The only adjustment allowed by Ordinance is to the Sanitary Sewer portion of the bill due to leaks as outlined above.

Please send your request for a Leak Adjustment to:

**City of Oakwood
Utility Billing
30 Park Ave
Oakwood OH 45419**



City of Oakwood

REQUEST FOR SEWER REDUCTION CREDIT

Date:	Account No.
Name on Account:	Phone No.
Service Address:	Bill Due Date:

Reason for Leak Request (customer statement – what leaked and timeframe)

Documentation included with request

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Copy of Statement or invoice showing

- Date of repair
- Explanation of where the leak was located (could be included in customer statement)
- What was repaired (plumbing, piping, fixtures, appliances, etc.)

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Customers Statement – if not completed above or additional room is needed

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Photographs

CITY OF OAKWOOD USE ONLY	
Date of bill (s) affected:	Notes:
Average Consumption:	
Amount Adjusted:	