



City of St. Clair
547 N. Carney Drive
St. Clair MI 48079
810-329-7121

Application for Leak Adjustment

The City of St Clair offers a **ONE-TIME-ALLOWANCE PER YEAR FROM LAST ADJUSTMENT** on customer bills for qualifying water leaks.

To be eligible for an adjustment, ***you must***:

1. NOT have received a previous adjustment -one undetected leak per year from last adjustment (for example - received adjustment on 2/28/10 will not receive another until after 2/28/11).
2. No adjustment for an irrigation leak (any leaks associated with irrigation system is not eligible)
3. No adjustment for builders for new construction
4. The bill exceeds the customer's "average bill" by three times; and
5. Immediate steps were taken, after detection of the leak, to prevent further loss of water; and
6. No water from the leak has entered the sanitary sewer system (toilets, etc)
7. Provide proof of the repair (receipts for any materials or services related to that repair).

Adjustments must be requested within 30 days of the date of the water bill suspected of indicating a water leak, or within 30 days of when the City of St Clair notified you of the suspected problem, whichever came first.

IMPORTANT: Please be aware that a large leak may result in a water bill that could total SEVERAL THOUSAND DOLLARS! Small leaks are typically less, but many small leaks are often a sign of a problem water line and indicate that larger and more expensive leaks are likely to happen in the future. Since the Leak Adjustment is a one-time-only benefit, if you request and receive an adjustment for a leak, large or small, you will NOT be eligible for another leak adjustment if you have a second or larger leak in the future. If a service line is prone to future leaks, the best way to reduce the risk of a second leak is not to patch or "spot-fix" the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

If you determine you qualify and wish to apply for a Leak Adjustment, please complete this form and return it to City Hall as soon as possible with the necessary receipts or support documentation. **NO ACTION CAN BE TAKEN TO PROCESS YOUR ADJUSTMENT UNTIL INFORMATION ON THE COMPLETED APPLICATION FORM IS RECEIVED AND ADJUSTMENT IS APPROVED BY THE CITY SUPERINTENDENT.**

Application for Billing/Leak Adjustment Credit

Name Date

Address

Telephone Acct #

Reason for requesting a billing adjustment Clerical Billing Error Water Leak - complete form below

Suspected Meter Malfunction Other, please explain

Date leak first noticed Date leak repaired

Where was the leak located? Inside the house Between the house and water meter In the irrigation system

Have you ever received a leak adjustment before? No Yes Approximate year

Have you attached a receipt/documentation for the leak repairs? No** Yes

** If no, please complete the No Repair Receipt/Documentation form below. Note: copies of receipts documenting the repair or a No Repair Receipt/Documentation form must be returned with your completed application, or the application will be returned to you.

Are you a tenant at this property? No Yes

Landlord's name

Mailing address

Please describe how the leak was identified or provide any additional facts you think might be helpful (attach additional pages if necessary)

How much is your total water bill?

We suggest that you pay at least the amount of your "average" bill at this time, and pay the current amount for future bills, until the adjustment process is completed. The balance due after your leak adjustment will typically be higher than your usual bill amount.

By signing this request, I certify that I understand the terms and conditions of the City of St. Clair Leak Adjustment Policy.

Signature of applicant Print name

Note:

If you have not received a water bill through the date your leak was repaired, we will process your claim after your next bill. It takes an average of 30 days to process Leak Adjustment claims. Your patience during this process is appreciated. If you qualify, a pay delay will be put on your account so you will not receive any delinquent notices while we process your claim.

If you pay by automatic bank draft or automatic payment and cannot pay the full amount immediately, you may call 810-329-7121 to request to be temporarily removed from our automatic debit file. We require notice of at least two weeks before your payment due date. You may reapply after your claim has been processed.

Methods of Adjustment:

Adjustments will be based on the customer's "average bill". The customer will pay the amount of their "average bill" plus all water used over their average usage calculated at the prevailing bulk purchase rate. If the usage crossed two months of billings, two minimums would be paid.

No Repair Receipt/Documentation Form

Name

Date

Address

Telephone

Acct #

Please explain where your water line broke (attach additional pages if necessary)

Briefly describe the repair

If repair parts were used for the repair or a commercial establishment performed the repairs, why are receipts not available?

Signature of applicant

Print name