



## City of Lorain Utilities Leak Adjustment Policy

A leak adjustment is a financial adjustment to waste water (sewer) usage charges on customer's bill caused by a leak on the customer's side of the meter.

A leak adjustment will be granted:

For usage based on actual reads

For only two consecutive high usage bills

If usage exceeds the customer's average monthly usage over a twelve (12) month period

If customer took corrective action within seven (7) days of discovering or being notified of a leak

If the meter is operating accurately

If there is no evidence of the excessive use was due to intentional or negligent act of the customer

After the consumption in question (caused by the leak) has been billed on your account

Only after repair work has been completed

Only after written request along with proof of repair is submitted to the Utilities Department Billing Office within thirty (30) days of repair

No adjustments will be granted:

If leak was caused by a third party from whom the customer is able to recover their costs. Examples include but not limited to, theft, vandalism, negligence, and construction damage.

The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a City of Lorain employee and that action results in loss of water.

This is a one-time only adjustment per owner per premise. Completion of this form does not guarantee an adjustment will be made to your bill. While a leak adjustment request is being processed the customer is responsible for payment for the **entire amount due** on their utility bills by the normal due date. To avoid additional service charges, customers are advised to pay the water and/or waste water (sewer) amounts due while your adjustment is pending. Or the customer should request to enter into an agreed upon payment arrangement. Failure to keep payment arrangements voids any leak adjustment. Any unpaid amounts pending consideration of a water leak bill adjustment will be treated in the same manner as all other unpaid accounts. If a payment arrangement is not made, the customer is subject to all current and applicable collection activities and termination of service processes for delinquent accounts.

Reimbursement will only occur once a water leak adjustment request is granted. Any leak adjustment made will display as a credit on your utility account.

Repairs must be made within seven (7) days of notification or discovering of leak. Documentation of repair must be attached to your leak adjustment request form, and both must be submitted within 30 days after the date of repair. A request for an adjustment shall be on the form provided. If not completed in full, your request will be returned to you.

Acceptable forms of repair documentation are:

A copy of a bill of service from a plumber or other service professional

A copy of a receipt indicating that specific parts were purchased to make repairs

**NO adjustments will be granted without proper documentation.**

Eligibility for a leak adjustment credit is considered on a case-by-case basis. Leak adjustment credits granted by the City of Lorain Utilities Department are not required or guaranteed to be granted for every request submitted but are offered as a courtesy to encourage water conservation.

Leak adjustments will be determined in this manner:

Example:

John Doe is billed 100 HCF. The sewer usage billed would be 100 HCF x current sewer rate of \$6.48 (subject to change) = \$648.00. His average is 10 HCF. The leak adjustment would be 90 HCF x current sewer rate of \$6.48 (subject to change) = \$583.20. This is the allowable credit to the account.



City of Lorain Utilities Department  
1106 W First ST Lorain OH 44052  
(440) 204-2500

## LEAK ADJUSTMENT REQUEST

Request date: \_\_\_\_\_ Account number: \_\_\_\_\_

Customer Name on Account: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Service Address (if different than above): \_\_\_\_\_

Date(s) of High Bill(s): \_\_\_\_\_ Repair Date: \_\_\_\_\_

What was the source of the leak? \_\_\_\_\_

Describe what was done to fix or correct the water leak problem(s). Proof of repair is required and must be submitted with this form (i.e. plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs).

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Has a water leak adjustment been made for this service address on any previous occasion?

No \_\_\_\_\_ If Yes, when? \_\_\_\_\_

As the customer for the above noted property, I hereby apply for reimbursement under the City of Lorain's Water Leak Adjustment Policy. I understand this reimbursement will be granted as a credit on my utility account. I confirm that the above and attached information are both true and accurate.

Customer's Name: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_