

Borough of Littlestown

Policy on Sewer Credit for Metered Residential Sewer Accounts

In order for the sewer portion of your bill is to be considered for a credit you must fill out a "Request for Sewer Credit Application" All applications must be submitted to the Borough Secretary by the close of business on the due date of the disputed sewer bill. Applicants must fall within the guidelines listed below:

1. Applications can only be submitted by the owner of the property;
2. Applications will not be considered if there are past due balances on any accounts in the requesters name. All accounts must be in good standing before the request can be considered;
3. To qualify for a reduction, the account must have at least 4 quarterly billing cycles which does not include any quarterly billings where a leak occurred;
4. Proof of repair must be submitted with the application;
5. Proof of repair consists of a detailed invoice from a plumber with a Pennsylvania Home Improvement Contractor's registration number. Receipts for "do it yourself" supplies do not constitute as proof of repair;
6. No credit will be given for the following:
 - a) leaks involving common household fixtures, such as toilets, hoses, faucets, hose bibs, water softners, etc. The homeowner is responsible for maintaining the fixtures in their home
 - b) irrigation, pools, lawn watering, fountains or other outside uses as they are deemed to be discretionary on the part of the homeowner
 - c) water loss due to theft, human error, vandalism or construction damage
 - d) homes under construction or renovation
 - e) after the property owner is made aware of the leak and he or she does not take immediate steps to prevent further water loss
 - f) unoccupied or vacant properties
 - g) claims of sewer bills lost, stolen, or not received
 - h) if the water meter was tampered with in any way
 - i) leaks caused by frozen pipes due to the electric and heat being turned off
7. Reductions can only be requested for the following:
 - a) underground leaks
 - b) slab leaks
 - c) broken pipes
8. A reduction request is limited to one time within a 2 year period per account, regardless of ownership changes. (*the two year period is based off a calendar year, not from the approval date*);
9. In the event that there is a second occurrence within 2 years of an unusually high meter reading for the same property, then the property owner shall be responsible for the entire sewer bill;
10. The Borough Council may take up to 45 days to investigate an application for sewer credit;
11. Access to the property may be needed during the investigation;
12. Approval of the sewer reduction will be made by either Council, Borough Manager or Borough Secretary. The requestors will be notified of the decision in writing;
12. If approved the reduction will be based on two times the average of the previous four quarterly bills prior to the disputed sewer bill. The four quarters to be averaged will consist of the sewer amounts where leaks did not occur;
14. If the request for reduction is not approved then a 3 month payment plan can be requested. Any payment plans over 3 months will need to be approved by the Borough Manager or Borough Secretary.

BOROUGH OF LITTLESTOWN
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LEAK ADJUSTMENT CREDIT FORM FOR SEWER PORTION OF WATER/SEWER BILL ONLY

Date: _____

Account Number: _____

Service Address: _____

Owner's Name: _____

Owner's Mailing Address: _____

City, State, Zip: _____

Owner's Contact Phone Number: _____

Location of Leak: _____

Date Leak was Discovered (approximate): _____

Describe Nature of Leak (cause, damage, where was:leak. provide details):

Date Leak was Repaired: _____

Plumber/Company Responsible for Leak Repair (attach repair invoice from Plumber with PA Home Improvement Contractor's registration number): _____

I, Acknowledge that I have read and understand the leak adjustment policy attached to this form.

I, the undersigned, do hereby acknowledge that I have received and understand the Borough of Littlestown's Sewer Bill Leak Adjustment Policy attached to this form. I understand that it is not the responsibility of the Borough of Littlestown's Water/Sewer Billing Department to inform me of any possible leak(s) at my property. As a courtesy, the Borough of Littlestown's Water/Sewer Billing Department may make a phone call if we see that your quarterly consumption has increased. I understand that as the property owner, I am ultimately responsible for all water/sewer charges for this property. Should any leak on my property qualify for a Sewer Adjustment Credit, any credit will remain on the property utility account. I also acknowledge that this property will not be eligible for another Sewer Adjustment Credit for twenty-four months from the date the credit has been applied against the property's utility account. My signature below is my confirmation that this leak has been repaired and that I understand this policy. I also acknowledge that it may take up to 45 days to investigate an application for sewer credit and during that 45 days the Borough may ask for access to the home. I also understand that I will be notified of the results.

Signature: _____

Print Name: _____

Date: _____