



# Town of Edinburgh

## EDINBURGH MUNICIPAL UTILITIES

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## WATER/SEWER ADJUSTMENT POLICY FOR EDINBURGH MUNICIPAL UTILITIES

There is no adjustment for any water that goes through a meter even as a result of a leak. However, there MAY be a sewer adjustment available for a leak when it is verified that the water from the leak was not returned to the sewer system.

The following procedures will be used to request an adjustment to the sewer bill:

- The leak must be repaired and documented evidence of the repair furnished in writing to the Edinburgh Municipal Utilities business office.
- The adjustment request form must be filled out and returned along with the evidence of the repair.
- The adjustment will appear as a credit on the following month's bill after the request has been made.

To receive a sewer billing adjustment the following rules must apply:

- Water from the leak did not enter the sewer system. For example, water from a burst pipe may not have entered the sewer system. However, water from a dripping faucet or a stuck toilet valve would have entered to sewer system.
- The leak was of such size as to cause increase of consumption of water as shown on the bill.
- The plumbing system is now free of leaks.
- Failure to turn off a water hose or water faucet is not considered for credit to the customer's bill.
- Leaks due to vandalism will be handled on a case by case basis and must be documented by the police department.
- Billing adjustments for leaks will be given once per calendar year. If another leak occurs in a different area, it will be considered on a case by case basis. However, adjustments for another leak in the same area will not be given in that calendar year.

APPLICATION FOR ADJUSTMENT OF SEWER BILL

Property address \_\_\_\_\_

Account number \_\_\_\_\_

Resident name \_\_\_\_\_

Phone number \_\_\_\_\_

Number of occupants \_\_\_\_\_

Property owner if different from resident \_\_\_\_\_

Describe the problem. Include the date the problem occurred and what happened.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List what you did to repair the problem and attach copies of repair bills or receipts for parts.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In making this request, I understand the utility department has the final say in accepting or rejecting this request. I understand the utility department reserves the right to inspect any or all repairs.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date