

1207- Water/Sewer Bill Adjustment Policy and Application **Clark County Water/Sewer Bill Leak Hardship Adjustment Policy**

It is the general policy of Clark County that customers serviced by the County are responsible for any and all fees and charges associated with water and sewer services, any fees associated with late payments, and any fees associated with disconnection.

However, the County will entertain bill adjustment requests to either arrange payments for, or forgive some portion of the amount owed to the County by owners and tenants of residential properties that are attributed to leaking plumbing. Such requests will be evaluated on a case-by-case basis by the County. Requests to forgive up to \$100 will be evaluated by the Utilities Business Manager; requests for more than \$100 will be evaluated by the Director of the County Utilities Department.

The determination regarding any Leak Adjustment request is within the discretion of the County and the response to any request will be determined by the following guidelines:

- Customer makes a written application requesting a Leak Adjustment related to excess water usage.
- Excess water usage is defined as a 200% increase in usage over the customer's average usage previous 12-month average usage.
- Customer provides proof of the leak and the repair through receipts from a plumber or for parts. (This requirement may be waived if repairs are verifiable). County Service worker(s) may be sent to confirm the leak location and that repairs were made and complete.
- For leaks that **do not** enter the sewer system the water adjustment will be calculated using 50% of the difference between the customer's previous 12-month average and the excess usage for the water charges and the sewer portion of the bill will be reduced to the customer's previous 12-month average usage.
- For leaks that **do** enter the sewer system, the adjustment will be calculated using 50% of the difference between the customer's previous 12-month average and the excess usage for both the water and sewer charges.
- Adjustments are limited to up to two (2) consecutive billing cycles per account per 12-month rolling period. Billing cycles must meet excessive leak definition.
- The County may elect to arrange for a payment plan to be set up between the customer and the County which satisfies a past due balance over an agreeable period of time. Any failure to adhere to said payment plan shall result in the termination of such plan and the full amount previously due becomes immediately due, and shall also preclude any future adjustments to any portion of debt owed to the County.
- Any action under this Policy is discretionary, not mandatory, and may only be granted in the event of a Leak Adjustment for excessive usage, as defined herein.

To submit a Leak Adjustment Request, please complete and submit the attached Leak Adjustment Request Application and return to the County Utilities Department.

Clark County Leak Adjustment Request Application

I have read the Clark County Water/Sewer Bill Leak Adjustment Policy provided, and I hereby apply for such request and agree to release the described.

Signature of Customer

Date

Please provide the following information:

Customer Name: _____

Account Number: _____

Service Address: _____

City, State, Zip: _____

Phone Number: _____

Please describe the location of the leak and plumbing repairs performed. **Attach documentation that repairs were performed.** For example, invoice from a plumber or receipts for plumbing parts self-installed.

(Don't forget to attach documentation of repairs)

Please submit or mail the completed application to:
Clark County Utilities Department