



CITY OF LAKEPORT
 225 PARK STREET, LAKEPORT, CA 95453
 Phone: (707) 263-5615 ext. 305 / fax: (707) 263-8584
REQUEST FOR REDUCTION IN WATER/SEWER/GARBAGE CHARGES

Please Check One: PROPERTY OWNER TENANT

Account Number _____

Type of Account:

Name _____

Residential*

Service _____

Commercial

Address _____

Company Name (if any) _____

Reduction of charges requested for:

Mailing Address _____

Water Fees Garbage Fees

City, State, Zip _____

Sewer Fees Late Fee(s)

Phone _____

Other

Email _____

For what month(s) _____

Please explain your reason for requesting a reduction in fee(s), including information on any related water leak (if applicable), and/or request for payment arrangements:

*City policy does not allow for the reduction of residential sewer charges.

I understand that completing this form does not guarantee an adjustment. All adjustments are issued based on previous year average usage and are credited at a reduced rate for water loss. By signing below I have read the City of Lakeport water leak adjustment guidelines on the back of this page.

Signature _____ Date _____

FOR CITY USE ONLY: Date received: _____

Sent to Utility Superintendent for review:

COMMENTS/ACTION :

Finance Director _____ Date _____

**CITY OF LAKEPORT
WATER LEAK ADJUSTMENT POLICY**

The water service connection, including the meter and the meter box and all distribution lines, will be repaired and maintained by the City at its own expense. The City, however, shall not be responsible for the installation and maintenance of water lines beyond the end of its service connection.

In general, the City does not adjust utility accounts for water leaks or other requests for account adjustments by residential or commercial customers. As an accommodation to customers who are experiencing a financial hardship and in cases where the customer's utility bill is higher than the historical average over the last year due to a leak or other event out of the control of the customer, the City may make an exception to the policy.

Important information to consider:

- The water leak must not have occurred as a result of a willful or negligent act on the part of the customer.
- Customers must make a written request for a leak adjustment using the attached form and explain the cause of the leak, where the leak occurred, and all other relevant factors.
- Proof that the leak was fixed is required. Normally, this will include copies of receipts from the repair person or company, supply receipts, or photos. If the request is due to suspected stolen water, a police report must be filed, and attached to the request.
- The customer must be able to demonstrate that the repair was made within a reasonable time (30 days).
- The amount of the adjustment must be over \$100.00. For amounts less than \$100.00 that still create a hardship, a payment plan may be granted.
- No more than two (2) billing cycles demonstrating unusual usage will be eligible for an adjustment.
- Leak credits will be computed at the tier one water rate.
- To determine normal usage, consumption will be averaged using the prior years usage for the same quarter.
- The water department must verify that the leak has been fixed.
- The decision to grant a leak adjustment shall rest solely with the Finance Director whose decision is final.

The process:

- Once your leak is repaired and you believe you qualify for a leak adjustment, complete the attached form and submit it to the Utility Department at City Hall.
- Staff will review your request and if eligible for continued consideration, staff will go to your property to verify the leak has been repaired.
- Staff will calculate the adjustment, and if eligible, will submit all required documentation to the Finance Director for review.
- Once approved or denied, you will be contacted with the decision.
- While waiting to find out if the adjustment is approved you must continue to pay your average monthly bill so your account does not become delinquent.