

VILLAGE OF OAKFIELD
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WATER LEAK ADJUSTMENT
POLICY & PROCEDURE

Responsibility

The Village of Oakfield Sewer & Water Utility is responsible for maintenance and operation of water and wastewater treatment and distribution systems. Each property owner is responsible for installation, maintenance and repair of water piping from the curb stop to the main building and wastewater piping from the property line, up the sewer lateral to the main building and all plumbing inside the building.

Policy

This policy is intended to address high sewer usage charges caused by water pipe breaks, leaks or appliance failures. As further defined hereafter, this policy addresses only those leaks that are catastrophic in nature and beyond the control of the customer.

When such a leak occurs, adjustment of sewer charges may be considered if usage during the leak is more than 150% above the customer's average usage determined by the previous twelve (12) billing cycles. Where a customer has not occupied or owned a property for at least twelve (12) billing cycles, an average of any billing cycles available will be used. (Example: Average usage is 4,000 gallons per month. The usage must be over 10,000 gallons per month to qualify for an adjustment.)

A sewer charge adjustment **will not** be considered in the following cases:

- Customer failed to make repairs to a pipe, appliance or fixture known to have defects or be in need of repair.
- High usage occurred more than 10 days after customer received a high bill or a high usage notice from the Village of Oakfield Sewer & Water Utility or was notified by the Clerk or a member of the Department of Public Works.
- Customer is unwilling to allow Department of Public Works staff access or entry to inspect for the reported leak and/or repairs.

- The customer has an outstanding delinquent balance. (Submit payment for delinquent balance or sign a deferred payment agreement prior to requesting adjustment. Terms of the deferred payment agreement must be adhered to or the adjustment will be rescinded.)

Procedure

A customer may apply for a billings adjustment by completing an Application for Leak adjustment. Customers will submit applications to the Village Office within 20 days of the billing date where the excessive use was included. It is strongly suggested that the customer pay at least the amount of an “average bill” and continue to pay subsequent bills during the time the application is under review.

A committee consisting of the Village President, Department of Public Works Director and the Village Clerk shall review Leak Adjustment Applications on an as-needed basis. As part of the review process, the committee may request an inspection by Department of Public Works of the property where the leak occurred.

The committee will notify the applicant of its determination whether the case is eligible for an adjustment within 30 days of receiving the application. If the case is determined to be eligible for a leak adjustment, the committee will authorize the adjustment to be applied to the next billing cycle.

Applicants may appeal a committee decision to the Village Board. If the customer appeals to the Village Board, the Board shall consider the application within 30 days of the date of appeal and issue a decision within 60 days of the date of appeal.

Adjustment Terms

Water usage charges will not be reduced. An adjustment of the sewer usage charges may be considered if the usage for one month is more than 150% above the customer’s average usage. There is a limit to the number of adjustments allowed during the customer’s tenancy and/or ownership of any property within the Village of Oakfield during a ten (10) year period. An occurrence may overlap billing periods, if this happens it will be considered one occurrence. The terms are as follows:

First occurrence is eligible for an adjustment of 100% of the sewer usage over the 150% of the average usage.

Second occurrence is eligible for an adjustment of 75% of the sewer usage over the 150% of the average usage.

Third occurrence is eligible for an adjustment of 50% of the sewer usage over the 150% of the average usage.

Fourth and subsequent occurrences are not eligible for an adjustment.

Leak Adjustment Applications are subject to the Policy Section and a recurring plumbing or appliance leak is not eligible for multiple leak adjustments where the customer has failed to make necessary repairs to prevent the leak from recurring.