



## Water Leak One-Time Abatement Policy

In certain circumstances, residents can be given a **one-time only** reduction in their sewer bill in the event of a leak or other unexpected event that causes a rare spike in the bill.

This only applies to meters in place prior to the new water meter installation program that began in 2015. The new meters detect leaks and other problems prior to the end of the billing cycle.

### GUIDELINES

- Can only be used **one time**, applied to one sewer bill only
  
- Must be person's **primary residence** which they live in and own, and it must be a residential property
  
- Must demonstrate an extremely unusual spike of 40% or more for one cycle, compared to historical trends
  
- Any leaks or other issues causing the spike must have been addressed before seeking this abatement
  
- If the resident meets **all the above** guidelines:
  - Senior citizens (65+) or those with a demonstrated financial need are eligible to have their outlier bill recalculated, with the charge to them adjusted to the average of the previous 4 sewer bills.
  - All other residents are eligible for a one-time 30% reduction in their outlier sewer bill