



WATER LEAK SEWER ADJUSTMENT POLICY

Policy

The City of New Richmond Utilities (hereinafter referred to as “The Utility”) owns and operates a waste water treatment plant (WWTP) and water distribution system.

The Utility will repair meters, and the cost of such repairs caused by ordinary wear and tear will be borne by the Utility. Repair of any damage to a meter resulting from the carelessness of the owner of the premises, owner's agent, or tenant, or from the negligence of any one of them to properly secure and protect same, including any damage that may result from allowing a water meter to become frozen or to be injured from the presence of hot water or steam in the meter, shall be paid for by the customer or the owner of the premises. (City of New Richmond Ordinance No. 86-116).

The service pipe from the main to the curb stop will be maintained and kept in repair and when worn out, replaced at the expense of the Utility. The property owner shall maintain the service pipe from the curb stop to the point of use. If a consumer fails to repair a leaking or broken service pipe from curb to point of metering or use within such time as may appear reasonable to the utility after notification has been served on the consumer by the Utility, the water will be shut off and will not be turned on again until the repairs have been completed. (City of New Richmond Ordinance No. 86-117)

The customer is responsible from the curb stop to the house including plumbing inside of the house as well as outside water faucets and irrigation systems. It is the customer’s responsibility to keep the meter box accessible for meter reading and repair.

Eligibility

This policy is intended to address leaks which may be considered for a sewer adjustment. Only water pipe breaks (leaks) that develop inside of the building which do not add to the volume of water at the WWTP may be considered for a sewer adjustment. There will be no adjustment to the water portion of the bill.

Application Process

Upon receipt of a letter of request to the City of New Richmond's Utility Commission, the Utility will review the sewer bill. To be eligible for the review, the following information must be provided within 60 days of the billing date when the excessive use was posted:

1. Name of customer (and property owner if different)
2. Phone number of customer (and property owner if different)
3. Address of property where leak occurred
4. Owner occupied or rental?
5. Was property occupied at the time the leak occurred?
6. Date customer became aware of leak
7. Date leak was repaired
8. Copies of repair invoices or receipts
9. Letter of explanation of how the leak occurred
10. Sketch of the exact location of the leak
11. Photographs of the leaking pipe (if available)
12. Authorization for a Utility representative to inspect the property where the leak occurred

In order to avoid a late penalty while the sewer bill review is pending, the customer must pay the bill by the due date. If the Utility Commission deems a sewer adjustment is appropriate, the billing department may then be directed to make the adjustment during the next billing cycle.

A field check will be made to verify that the leak was repaired and to obtain the current meter reading.

High water use resulting from any other incident is not eligible for any sewer adjustment. Examples of water use not eligible for a sewer adjustment are as follows:

- Leaking toilets and faucets
- Leaking water softener
- Leaking outside yard faucet
- Leaking irrigation systems
- Leaking hot water heater
- Faulty humidifier on furnace
- Accidental water use
- Any other plumbing inside or outside the house