

Water Leak and Sewer Credit Policy

A customer may be eligible for a sewer credit, as the result of a leak up to twice in any twelve month-period under the following circumstances; unintentional water loss caused by broken or damaged plumbing fixture, pipe, or irrigation equipment at a customer's property. The customer shall be eligible for a credit against the sewer charges only upon presentation of sufficient verification of the leak. Water leakage must not have entered the sewer system in order to be eligible for the credit. A customer seeking a sewer credit will need to complete the attached form explaining the incident with as much information as they can provide.

The form should include most, if not all, of the following items;

- ⇒ Time
- ⇒ Date
- ⇒ Location and description of the leak
- ⇒ Approximate duration (when possible)
- ⇒ Photos
- ⇒ Date of repair, a copy of your plumber's invoice along with a note or letter from the plumber (on their letterhead) indicating that the leak in your system did not enter the wastewater (sewer) system.
- ⇒ If you did the work yourself, submit a copy of dated receipt for the material or supplies purchased and include a full description of the work that was completed, including the completion date.

The Authority reserves the right to deny any request that fails to meet the required criteria. Sending in a Sewer Credit request does not guarantee that an adjustment will be issued. The information provided will be used to determine if you are eligible for an adjustment. Sewer credit requests must be received within **30 days of incident**. Customer balance must be current excluding charges that are under review for sewer credit.

The calculation for sewer credit for approved written requests will be as follows:

$(3 \text{ month customer average sewer use}) - (\text{high month sewer use}) = \text{sewer credit amount}$

Sewer credits will NOT be granted for the following reasons:

Broken or leaky water lines where the water enters the sanitary sewer system. (ex. leaky toilets or inside faucets), water used for irrigation, negligent use of water, or undetermined use of water.



18 East High Street, Manheim, PA 17545
717-665-2737
MAWSA.org
info@MAWSA.org

Manheim Area Water & Sewer Authority Sewer Credit Request Form

Customer Information:

Date Submitted: _____

Account Number: _____

Applicant Name: _____

Phone Number: _____

Service Address: _____

Leak/Repair Information:

Date Noticed: _____

Date Repaired: _____

Location of Leak: (check one) Inside Outside

Please describe the circumstances that qualify you for a credit and the dates involved. Explain where the water discharged, proving it did not enter the sanitary sewer.

I understand the Authority reserves the right to deny any request that fails to meet the required criteria. Sending in a Sewer Credit request does not guarantee that an adjustment will be issued. The information provided will be used to determine if I am eligible for an adjustment. Sewer credit requests must be received within 30 days of incident. Account balance must be current excluding charges that are under review for sewer credit and MAWSA must be your sewer provider.

Printed Name: _____

Customer Signature & Date: _____

*****OFFICIAL USE ONLY*****

Pending: Approved: Denied:

Approved By: Date: Comments:

Account Entry: