

Resolution No. 21-08

**A RESOLUTION ESTABLISHING  
WATER LEAK ADJUSTMENT POLICY**

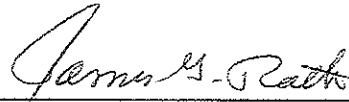
*BE IT RESOLVED BY THE SOUTH SANGAMON WATER COMMISSION, AS FOLLOWS:*

**SECTION 1. Purpose:** The Water Leak Adjustment Policy attached hereto and made part hereof as Exhibit "A" is hereby adopted.

**SECTION 2. Authorization and Review:** This policy shall be placed in effect through the passage of this Resolution by the Commission. This policy shall be reviewed and modified as necessary.

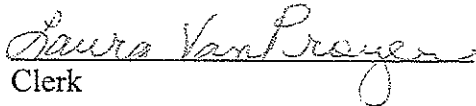
**SECTION 3:** This Resolution is effective immediately.

APPROVED on this 21st day of June, 2021.



CHAIRMAN

ATTEST:



Clerk

AYES: 3

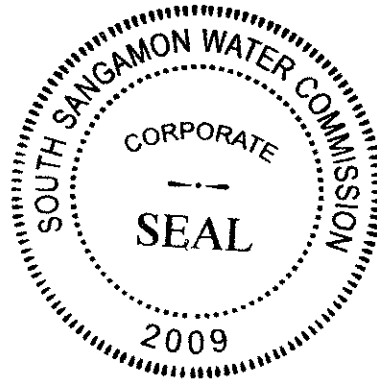
NAYS: 0

PASSED: 6/21/2021

APPROVED: 6/21/2021

ABSENT: \_\_\_\_\_

312858



## South Sangamon Water Commission LEAK ADJUSTMENT POLICY

The purpose of this policy is to provide the retail water customers of South Sangamon Water Commission (Commission) with a written policy for billing adjustments when a water leak occurs on the customer's (or property) side of the meter or significant abnormalities in water consumption. This policy does not apply to any governmental wholesale or interconnection water customers.

There are customers that reside in the Commission boundaries that may receive water from other water providers in the event of an emergency. Since none of the agreements that the Commission has with these water providers includes any provisions for leak adjustments, the Commission cannot offer any type of leak adjustments to these customers.

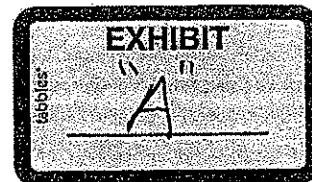
**Introduction:** Customers are responsible for the service and fittings to the water utility system beginning at the coupling on the customer's side of the meter (property side service). Any leaks and repairs from property side service are the responsibility of the customers and must be repaired by the customer at their sole expense.

No adjustment or credit will be applied to the water bill for the customer on property side service line leaks, damage or deterioration or other factors except as defined within this policy.

The customer is responsible for monitoring higher than expected usage. Customers must investigate higher than expected usage to determine if the usage was caused by a property side leak. Upon request, Commission staff will provide a one-time site visit at no charge.

Customers should promptly repair leaks.

Leak adjustments are granted when the leak occurs between the service meter and the point of entry to the building being serviced.



South Sangamon Water Commission  
LEAK ADJUSTMENT POLICY

**Property Side Leaks - Billing Adjustment Criteria:**

The Chairperson of the Board of Commissioners, or other personnel delegated the responsibility by the Chairperson of the Board of Commissioners, may adjust water billings when all of the following requirements are met:

Customer shall notify the Commission and complete the Leak Adjustment Application within 30 days from the bill due date for the period in which the loss occurred.

1. A Commission operations staff member must be able to visually inspect the facility and verify repairs were performed. If repairs are completed by a third party, receipts can be provided in lieu of visual inspection.
2. There are no billing adjustments made within the prior 24 months from the date of receipt of the Leak Adjustment Application by the Commission. This policy permits only one property side leak adjustment in each 24 month period. The 24 month period begins the first month of the billing period following the billing period the Leak Adjustment Application covered. For example, if the Leak Adjustment Application was for a bill covering January and February, the 24 month period commences on March 1.
3. The customer's account must be in good standing at the time of the Leak Adjustment Application submission.
4. The property side billing adjustment shall be limited to one billing period. For example, if a leak persisted over more than one billing cycle, the customer shall only receive relief for excess water usage that occurred during one billing cycle.
5. The amount of excess usage shall be determined by the Commission. Excess usage from, a property side leak, must exceed at least 100% of normal consumption compared to the same billing period for the prior two months.
6. The Chairperson of the Board of Commissioners, or other personnel delegated by the Chairperson, will review the application and account history.

**Adjustment Calculation:**

- a. The customer usage for the previous 2 months will be totaled.

South Sangamon Water Commission  
LEAK ADJUSTMENT POLICY

- b. Subtract this total from the bill in dispute
  - c. Divide this balance by four (4) and add this total to the total derived in item "a". Then add to the total of the 2 previous months bills amount.
  - d. This will equal the total amount due.
7. Once the application has been completed by the customer, the application is reviewed by the Chairperson of the Board of Commissioners, or other personnel delegated by the Chairperson, and the customer will be notified in writing of the determination.

To request a Leak Adjustment Application contact the business office at 217/381-5359.



**SOUTH SANGAMON WATER COMMISSION  
9199 BUCKHART ROAD, ROCHESTER, IL 62563**

**APPLICATION FOR LEAK ADJUSTMENT**

Service \_\_\_\_\_

Address \_\_\_\_\_

Account No. \_\_\_\_\_

The Water Commission has a leak adjustment policy for leaks that occur between the meter and the building/dwelling it serves. There are no leak adjusts for breaks that occur inside a building/dwelling. In order to qualify for a leak adjustment, this form must be returned to the Commission office promptly after repairs are made. Please provide the following information when returning this form.

DATE THE LEAK WAS DISCOVERED \_\_\_\_\_  
 WHO DISCOVERED LEAK \_\_\_\_\_  
 WHERE LEAK OCCURRED \_\_\_\_\_  
 DATE THE LEAK WAS REPAIRED \_\_\_\_\_  
 DESCRIPTION OF BREAK: \_\_\_\_\_

Please print, sign and date this form

PRINTED NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE: \_\_\_\_\_

**COPIES OF REPAIR RECEIPTS MUST ACCOMPANY THIS FORM.**

**FOR OFFICE USE ONLY**

2 Previous months | \_\_\_\_\_

Leak Bill \_\_\_\_\_  
 Deduct total 2 \_\_\_\_\_  
 previous months \_\_\_\_\_

\*Balance \_\_\_\_\_

\*Divide balance by \_\_\_\_\_  
 4 and add to total \_\_\_\_\_  
 of 2 previous \_\_\_\_\_

Leak adjustment \_\_\_\_\_

Account Balance \_\_\_\_\_  
 After Leak \_\_\_\_\_  
 Adjustment \_\_\_\_\_

Approved by \_\_\_\_\_ Date \_\_\_\_\_

**RESOLUTION CERTIFICATE**

STATE OF ILLINOIS        )  
  ) SS.  
COUNTY OF SANGAMON )

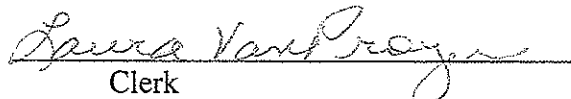
I, the undersigned, do hereby certify that I am the duly qualified and acting Clerk of the South Sangamon Water Commission.

I do further certify that the resolution attached hereto is a full, true, and exact copy of Resolution No. 21-08 approved by the Commission on the 21st day of June, 2021, said Resolution being entitled:

**A RESOLUTION ESTABLISHING  
WATER LEAK ADJUSTMENT POLICY**

I do further certify that prior to the making of this certificate, the said Resolution was spread at length upon the permanent records of said Commission where it now appears and remains.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of said Commission this 21st day of June, 2021.

  
Clerk

312858

