

City of Portsmouth Water and Sewer Division



Leak Adjustment Guidelines

The City of Portsmouth's Sewer Department has established a policy to process requests from customers to adjust their sewer billing based on unusual water consumption at their property. Sewer charges are based strictly on the water consumption at the property.

It is the customer's responsibility for promptly discovering and making any necessary repairs to stop the loss of water on their property. Per City Ordinance, "the Utility assumes no responsibility for any water fixtures or for the use or waste of water on any metered Premises. Delivery of a courtesy notice to a Customer regarding a possible leak or wasteful condition on the metered Premises shall not imply any such care or responsibility, nor shall any omission or delay by the Utility in sending a courtesy notice create any liability."

Although there is no obligation for the City of Portsmouth to adjust accounts when the water usage has been metered properly, we want to encourage customers to make prompt and permanent repairs. We also want to give consideration for any unusual circumstances that may have occurred by offering assistance in the event a customer experiences a substantial increase in their sewer bill due to a water leak.

General Guidelines

To ensure that your application is processed in a timely manner, please carefully review the following Leak Adjustment Guidelines:

- **Adjustments will be made to only the sewer portion of your bill.** All water consumed at the property will be billed.
- The customer must submit a completed Leak Adjustment form provided by the City of Portsmouth. Leaks must be repaired prior to review of the account.
- Applicant must have been a customer of the City of Portsmouth for at least a six-month period at the address being considered.
- A credit may be granted to customers with leaking toilet valves provided adequate documentation has been presented to assure that the valve has been repaired.
- **No more than one leak adjustment credit per property location per a ten year period will be provided**
- Your water and sewer account must be in good standing and kept current until the leak adjustment is reviewed and a decision has been made.
- Receipts of repair must be submitted, if applicable. Please provide detail as to:
 - When the leak was discovered
 - Who made the repairs, where and when; and
 - A copy of the plumber's bill, or receipts for materials purchased if you made the repairs.
- **No adjustment will be made for leaks occurring in**
 - Hot water heaters, solar water heaters, washing machines, pools, valves, spigots, or any other item or plumbing fixture which can be visually inspected. **The maintenance of these items are the homeowner's responsibility.**
 - Outside faucets or hoses that have not been turned off properly.
 - Leaking hose, pipes, or pools.
 - Irrigation system leaks due to damaged sprinkler heads, faulty valves, etc...

REQUEST FOR WATER LEAK ADJUSTMENT

Customer Information

Name on Account: _____

Account Number: _____ Contact Phone Number: _____

Contact email: _____

Service Address: _____

Leak Repair Information

Date Leak Discovered: _____ Date Leak Repaired: _____

Professionally Repaired: _____ Self Repaired: _____

Description of leak and repair: _____

*** Attach additional information if necessary**

Calculating Leak Adjustments

- When a request has been approved for an adjustment, the amount of the credit will be based on the average consumption for the property during the same time period for the three prior years.
- A credit is then given for those units used above this average 'normal' use. The excess units are then credited at the appropriate rate.

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to the sewer portion of your bill. All adjustments are issued based on your average usage for previous account history and are credited at the appropriate rate. Your request for a sewer credit will reviewed by the Water/Sewer Billing Department during their monthly meeting. Once the review is complete, you will receive notification of results from the Billing office.

Please return the completed application form along with a copy of all repair bills, if applicable, to the City of Portsmouth Water/Sewer Billing Department, 1 Junkins Ave., Portsmouth, NH 03801

I have read, understand and agree with the leak adjustment guidelines.

Signature: _____ Date: _____

For office use only:

Date Received: _____ Repair bill: _____ Yes _____ No

Water bill original amount: \$ _____ Month of Leak _____ Adj. Average Usage _____

Leak credit amount: \$ _____ Approved Date: _____ Denial Date: _____

Approval/Denial initials: _____