



PO Box 264
Dousman, WI 53118

262-965-3302 ~ joe.kitelinger@villageofdousman.com

ONE TIME SEWER USAGE CHARGE ADJUSTMENT APPLICATION

Customer Name:	Phone:
Service Address:	Date Submitted:

Application for Pipe Breaks, Leaks, or Appliance Failures

Copy of repair bill and/or receipts must accompany this application

Location, cause, and date leak discovered:

Was the water discharged into the sanitary sewer? _____

Actions taken to repair leak: _____

Application for Pool Fills and New Lawns

Water meter numbers MUST be recorded and submitted with this application – See chart Below

Please indicate why you are requesting a Sewer Usage Charge Adjustment (Pool fill, New Lawn, New Landscaping, etc.)

<p>Water meter readings</p> <p>Beginning Read _____</p> <p>Ending Read _____</p> <p>I agree to the terms and conditions that are outlined in the ONE TIME Sewer Usage Charge Adjustment-Policy & Procedures.</p> <p>Signature: _____</p>	<p><u>All Applications</u></p> <p>Have you received a previous Sewer usage Charge Adjustment? If yes, please provide reason and date.</p> <p>_____</p> <p>_____</p> <p>Billing period dates for which you are requesting adjustment:</p> <p>___ 1st Quarter (January 1~March 31)</p> <p>___ 2nd Quarter (April 1~ June 30) Bill Total: _____</p> <p>___ 3rd Quarter (July 1~August 31)</p> <p>___ 4th Quarter (September 1~December 31) Usage: _____</p> <p>Account Number: _____</p> <p><u>For Office Use</u></p> <p>Average Bill (4 Cycles): _____</p> <p>Average Usage (4Cycles) _____</p> <p>Sewer Usage Subject to Adjustment: _____</p> <p>Adjustment Amount: _____</p> <p style="text-align: center;">Sewer Rates are \$11.90/1000 gallons. Amount is not prorated, will be rounded down to the nearest 1,000 Gallons</p>
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**ONE TIME SEWER USAGE CHARGE ADJUSTMENT
POLICY & PROCEDURES**

Responsibility

The Village of Dousman Sewer & Water Utility is responsible for maintenance and operation of water distribution and wastewater treatment systems. Each property owner is responsible for installation, maintenance and repair of water piping from the curb stop to the main building and wastewater piping from the connection of the sewer lateral to the sewer main and all plumbing inside the main building.

Pipe Breaks/Leaks or Appliance Failures

This policy is intended to address high sewer usage charges caused by water pipe breaks, leaks, or appliance failures that are catastrophic in nature beyond the control of the customer.

A sewer usage charge adjustment WILL NOT be considered on the following cases.

1. Customer fails to make prompt repairs to a pipe, appliance or fixture known to have defects or to be in need of repair.
2. Customer is unwilling to allow Department of Public Works staff to enter property to inspect the reported break, leak or failure and/or to determine the need for repairs.
3. If there is a current and delinquent sewer and water utility balance a sewer usage charge adjustment will not be considered.
4. A recurring plumbing or appliance leak.

Procedure

A customer may apply for a sewer usage charge adjustment by completing the Sewer Usage Charge Adjustment Application. (See reverse side) The customer must submit the application, to the Village Hall within 15 days of the date of the bill that included the excessive use charge. The customer must pay the water portion of the billing for which the application is submitted and continue to pay subsequent bills, in full, during the time the application is under review. An inspection by the Village, of the property where the break, leak, or failure occurred, may be required, this is up to the discretion of the Utilities Superintendent. Applications will be reviewed by the Utilities Superintendent. If a credit is approved, you will be notified, and the approved amount will be posted to your account.

Adjustment Terms

Water usage charges cannot be credited back per the PSC(Public Service Commission) An occurrence which overlaps billing periods will be considered to be one occurrence. Adjustments to be considered must submit a completed application along with any specified supporting documentation. All adjustments are up to the discretion of the Utilities Superintendent.

Pool Fills and New Lawns

Policy

This policy is intended to address high sewer usage charges that are a result of swimming pool fills and the watering of new lawns. A sewer usage charge WILL NOT be considered in the following cases:

1. If there is a current and delinquent sewer and water utility balance a sewer usage charge adjustment will not be considered.

Procedure

A customer may apply for a sewer usage charge adjustment by completing the Sewer Usage Charge Adjustment application. (See reverse side) The customer must submit the application, to the Village Hall within 15 days of the date of the bill that included the excessive use charge.

The customer must pay the water portion of the billing for which the application is submitted and continue to pay subsequent bills, in full, during the time the application is under review. Applications will be reviewed by the Utilities Superintendent. If a credit is approved, you will be notified, and the approved amount will be posted to your account.

Adjustment Terms

Water usage charges cannot be credited back per the PSC(Public Service Commission) An occurrence which overlaps billing periods will be considered to be one occurrence. Adjustments to be considered must submit a completed application along with any specified supporting documentation. All adjustments are up to the discretion of the Utilities Superintendent.