



CITY OF SPRING VALLEY VILLAGE  
POLICY FOR  
SANITARY SEWER LEAK ADJUSTMENT(S)

I. Adjustment of sanitary sewer bill as result of defect in customer's line.

A. Any residential, commercial, multifamily or outdoor customer of the City may request a correction of any sanitary sewer bill submitted to him/her by the City for sanitary sewer usage because of loss of water through an excusable defect in the customer's water line for a period not to exceed three (3) consecutive months, by filing a written application with the City Administrator, and mailing or delivering the same to the City within six (6) months of the repair of the excusable defect. Such application shall contain the following matters and such other information as the City Administrator may require:

- (1) The name of the applicant, the address or description of the property or premises furnished water, the bill which is sought to be corrected, the date of the bill and the period of water usage covered thereby.
- (2) A statement of the date on which the excusable defect in the applicant's water line was discovered and the date on which it was repaired; and a statement that water was lost through the City water meter serving such property and that such water was not used in any manner by anyone.
- (3) The application shall show whether or not there have been any additional water appliances placed in use on the applicant's premises during the period covered by such bill.
- (4) Documentation shall be submitted detailing the exact nature and date of repairs to the applicant's water line.
- (5) A statement that the applicant is personally familiar with all of the matters of facts stated in the application and sworn to therein that they are made on his/her personal knowledge and that they are each true and correct.
- (6) Such application shall be signed by the applicant.

As used in this section the term "excusable defect" shall mean a rupture or leakage of the customer's water lines as may be caused by freezing weather, settlement, corrosion, wear or accident. The term does not apply to defective or out-of-repair faucets.



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- II. Applications under this section shall be made on forms prescribed by the City Administrator.
- III. Upon receipt of an application under this section, properly completed, the City Administrator shall review such application, and if he/she approves the same as being in compliance with this section, the applicant's bill shall be corrected by applying to the amount of water consumption shown thereon in excess of the applicant's average water usage, a rate of charge equal to one-half of the normal rate of such water usage by a customer in the applicant's classification, which reduction in rate shall be accomplished in the following manner:

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- (1) The applicant's average water usage for a prior like period of time shall be determined. If the applicant has not been a customer for a sufficient length of time to make such determination, then the average water usage for a like period of time for City water customers living within the applicant's vicinity will be used. This average water usage so determined will hereafter be referred to as "average usage".
  - (2) From the total water consumption shown on the bill submitted for correction, the average usage will be deducted. The resulting figure will hereafter be referred to as "excess usage".
  - (3) The excess usage will be considered consumption beyond the average usage, and one-half of the regular rate for consumption beyond the average usage (for customers in the applicants' rate classification) will be applied to the excess usage and this will determine the amount the applicant must pay for the excess usage.
  - (4) The regular rate for customers in the applicant's rate classification will be applied to the average usage; this amount will be added to the amount due for the excess usage, and the total of those two (2) amounts will be the amount that the applicant must pay for sewer usage during the period covered by the corrected bill.
- IV. Any correction authorized in this section shall be accomplished, if the bill under consideration for adjustment has already been paid, by crediting the applicant's account with the amount thereof, to be applied against charges for water thereafter accruing. If an applicant, whose account has been so credited, discontinues water service before the amount of the credit shall have been absorbed by such subsequent charges, the remaining balance shall be refunded to the applicant, and if all other sums due the City have been paid, the correction shall be made by reducing the amount of such bill accordingly.



CITY OF SPRING VALLEY VILLAGE

REQUEST FOR LEAK ADJUSTMENT FOR SANITARY SEWER

NAME: \_\_\_\_\_

ACCOUNT NO: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DAYTIME PHONE NO: \_\_\_\_\_

The City of Spring Valley Village allows you a Leak Adjustment credit for one-half of the excess usage over your average usage. This adjustment is limited to a maximum of three months.

I \_\_\_\_\_  
(Give full legal name and/or business identity.)  
am the Responsible Party for the account at the above service address.

I am familiar with all of the facts stated in this document, and they are true and correct.

I am asking the City of Spring Valley Village to reduce the sewer charge for this account, to the extent allowed by the City because of a leak beginning on (date) \_\_\_\_\_ and repaired on (date) \_\_\_\_\_.

During this period, the following additional water appliances were installed at the service address (state Anone@ if none was added):

\_\_\_\_\_

The water leak occurred on my side of the water meter, was not a faucet leak, and is described as follows: \_\_\_\_\_

\_\_\_\_\_

The water lost from this leak was not used by anyone.

I can provide documents to show repair type and costs if these are required (for adjustments that total more than \$250.00) in order to have the account adjusted.

Making false statements on this government record is subject to criminal prosecution under Chapter 37 of the Texas Penal Code. I certify that this application contains no false statements.

Signature of person requesting a leak adjustment: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

COMPLETE FORM AND RETURN TO:  
City of Spring Valley Village  
Utility Customer Service  
1025 Campbell Road  
Houston, Texas 77055