



# VILLAGE of RICHFIELD SPRINGS

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## **LEAK FORGIVENESS POLICY**

If a user has a leak, burst pipe, or similar problem that results in extraordinary water loss, the user can request forgiveness of the Village Board.

Leak forgiveness can take two forms. Select your option.

### **1. Request a modified bill for both water and sewer.**

The request must be made in writing no later than the 15<sup>th</sup> of the month the leak is detected.

This request will be granted only once in a three-year period, so three years must elapse before this kind of forgiveness will be granted again.

In no case will more than two month's forgiveness be offered. (Burst pipes are generally noticed immediately, but leaks can often go over one month before they are noticed.)

Forgiveness means the user would be billed an average of the last four months usage, for the one or two months in which the incident occurred.

### **2. Request Forgiveness of the Sewer Portion only**

If a pipe bursts and the water does not enter the sewer, a user can request that they be forgiven the sewer portion of the bill.

The request must be made in writing no later than the 15<sup>th</sup> of the month the leak is detected.

This request applies only to one billing cycle.

The user still has to pay the entire water portion of the bill but only an average of the last four months for the sewer portion.

## **SPECIAL NOTE:**

**If a leak is reflected on the April billing you must notify the Village Office immediately to request leak forgiveness as unpaid water account balances are levied to the property tax bills each year by the 20<sup>th</sup> of April. Therefore, the Board must authorize forgiveness at the first meeting of the month which is usually held on the second Tuesday.**

## **Annual Review**

The governing board shall annually review these policies and procedures for evaluation and/or revision as deemed necessary.