

## WATER AND SEWER RATE ADJUSTMENT POLICY

Water rate adjustments can only be made if a leak has been documented and repaired. A permit for repair must be issued by the City of Marshfield with an inspection by the Building Inspector. City staff may authorize an adjustment based on the occupants' average usage.

Adjustments may be made by City staff on sewer billing charges when it has been determined that a water leak has occurred between the meter and the house or building. Sewer rate adjustments can only be made if the customer can prove that the water did not go into the City sewer system. Proof would consist of a permit being issued for repair of a water leak with an inspection by the Building Inspector, or a Police report if vandalism has occurred.

Adjustments to billing charges may only be made on no more than two (2) bills in a calendar year and only when a plumbing permit is purchased from the Building Inspector, or other proof is provided.

Residential customers would be required to pay twenty-five percent (25%) of the water charges with the City absorbing seventy-five percent (75%) of the water charges. The sewer charge would not be adjusted as those charges are paid on an average throughout the year. Commercial customers would pay twenty-five percent (25%) of the water charges with the City absorbing seventy-five percent (75%) of the water charges. Commercial customers would also pay twenty-five percent (25%) of the sewer charges with the City absorbing seventy-five percent (75%) of the sewer charges.

Any unusual circumstances that occur wherein staff can determine proof of the occurrence will be reviewed by staff on a case-by-case basis.

*Adopted by Marshfield Board of Aldermen June 23, 2011*