



Request for Water Bill Relief

\$25.00 NON-REFUNDABLE ADMINISTRATION FEE REQUIRED

Date _____ Account # _____ Customer Phone Number _____

Customer Name _____ Service Address _____

Customer Address _____

Amount of High Bill \$ _____ Water \$ _____ Sewer \$ _____ Date Due _____

Billing Period From _____ to _____ Owner _____ Tenant _____

Number of people residing at above address? _____

How is the property used? Single family Multi-family Home business Other _____

Do you have a Pool Garden Lawn irrigation Other _____

Do you, or did you, have a plumbing problem? YES List problem _____ NO

Has a plumber inspected the premises? YES List plumber _____ NO

Repairs made? YES List repair _____ NO

Has City staff inspected the premises? YES NO Did you knowingly use this water? YES NO

I hereby attest by my signature that I in no way purposely used the amount of water reflected on this bill and further request that the City investigate my usage history, inspect the premises, and test the water meter to determine if my bill should be adjusted to more fairly represent my average usage. I furthermore attest by my signature that the information contained in this petition is true, under the possible penalty of theft of service and purgery.

I also attest by my signature, that if I submit this original high water bill to my insurance company for reimbursement and such reimbursement is received by me I will pay to the City of Kewanee the original billed amount.

Signature _____

Date _____

For Office Use Only

Fee paid _____ Clerk Initials _____ Date _____ Rec # _____ Prior Relief No Yes _____

Date High Read Letter Sent _____ Date Responded to Letter _____ Leak Check Date _____

Problem Found _____ Inspection Date _____ Repairs Made? No Yes _____

Radio Read Meter installed _____ Flow tests needed? No Yes Date of Flow Test _____

Evaluate historic usage of customer Prev 12 mo avg _____ Same period Prev 2 yrs avg _____

Adjustment substantiated? _____ Amount Adjusted \$ _____ New Bill \$ _____

52.22 Payment of Billing; Procedure; Delinquency.

(H) Unexpectedly High Billing. A residential water customer, upon receipt of a water billing that reflects water usage of three times the normal anticipated usage, of which there is no explanation for the same, may petition the City Manager for relief based upon the following factors:

- (1) **High billing Defined:** An unexpected billing that is three times the normal, expected usage, which is not reflective of deliberate and excessive usage, e.g., swimming pool or irrigation of lawn, and which is further verified to be three times normally anticipated usage by checking the average usage of the customer for the past twelve (12) months, as well as for the same time frame over the past twenty-four (24) months. If such history is unavailable for the customer at this particular site, then information from past usage by that customer at another location may be utilized, however, the lack of history shall not automatically nullify the customer from seeking relief.
- (2) **Petition for Relief:** The customer responsible for the bill which is found to meet the definition of a high water bill provided above, may file a petition for relief at the office of the City Clerk, on forms provided by the Clerk, which provides, at a minimum, the following information:
 - (a) Attest to the number of people residing at the property;
 - (b) Describe the use of the property, e.g., single family, multi-family, home occupation;
 - (c) Was the water used, or was there a known plumbing problem;
 - (d) Attest that the water was not used, in any way, by the customer or other potential users;
 - (e) Have, or will, allow the City to enter the property for the purposes of conducting a complete and satisfactory inspection of the plumbing and fixtures and other appurtenances of the property that might contribute to the unexpected usage;
 - (f) Attest that if problems with plumbing contributed to the unexpected usage that they have had the same repaired, and acknowledge their understanding that the City may limit the number of opportunities for relief;
 - (g) Pay \$25 administrative fee.
- (3) **Actions by City:** The City shall ensure that the following checks have been made:
 - (a) A complete, thorough and satisfactory inspection of the property was made by staff;
 - (b) A complete leak check was performed;
 - (c) Flow tests performed on the meter(s);
 - (d) Provide a replacement meter if found appropriate;
 - (e) Provide historical information on customer usage.
- (4) **Relief to be Provided:** If all conditions of this subsection have been met, then the City Manager shall adjust the billing as follows:
 - (a) No adjustment for sanitation collection;
 - (b) Adjust the billing for the water and sanitary sewer to a level consistent with the historic use of the customer;
 - (c) Collect the administrative fee and complete payment of the bill.
- (5) **Limitations on Relief:** The City understands that unknown problems may occur that could periodically contribute to the occurrence of an unexpectedly high water billing, however, the City expects that precautions will be taken by residents to protect and maintain plumbing which is free from defect and not prone to failure, e.g., fixing leaking stools, dripping/running faucets, protect exposed piping from freezing. If a customer who has previously sought relief is to ever again seek relief, that customer shall be held to the highest burden of proof that they in no way contributed to the conditions that resulted in such a high bill. Further, if the customer is a renter, and the landlord is found to have failed to provide plumbing that is free of defect and/or free of the potential for failure, specifically when told previously by the City of what defects may exist, then no relief will be provided, and the City may cease water service until such time that the plumbing defects are addressed to the satisfaction of the City.