



933 Terrace St PO Box 536, Muskegon, MI 49443  
 231-724-6718 | [waterhelp@shorelinecity.com](mailto:waterhelp@shorelinecity.com)  
[shorelinecity.com](http://shorelinecity.com)

## WATER LEAK ADJUSTMENT FORM

Account #: \_\_\_\_\_ Date repairs were completed: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Describe the nature of the problem: \_\_\_\_\_

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Signature of Requestor: \_\_\_\_\_ Date: \_\_\_\_\_

**Attach copies of paid receipts for services and/or supplies from the leak.**

- No more than 1 adjustment will be allowed in any two-year (24 month) period.
- No more than 2 consecutive monthly billing cycles will be adjusted.
- The request must be made within 30 days of the due date for the billing cycle initially involved.

Please return this form with copies of your receipts to the address above or email it to [waterhelp@shorelinecity.com](mailto:waterhelp@shorelinecity.com).



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## RESIDENTIAL WATER/SEWER LEAK ADJUSTMENT REGULATIONS

The purpose of these regulations is to promote water conservation by encouraging customers to promptly fix leaks and plumbing problems and to establish guidelines that provide fair and consistent treatment of customers requesting leak adjustments.

### TYPES OF ADJUSTMENTS

- 1) Adjustments for leaks where water was discharged into the sanitary sewer system.
- 2) Adjustments for leaks where water was not discharged into the sanitary sewer system.

### RULES

No more than one leak adjustment will be allowed in any two-year (24 month) period.

No more than two consecutive billing periods will be adjusted.

The request must be made within 30 days of the due date for the period initially involved and must be accompanied by the following:

A written statement from the customer describing:

- The nature of the problem
- The date repairs were completed
- Copies of the paid receipts for services and/or supplies (where applicable).

Leak adjustments will be based on metered usage experience after repairs are made and will be made only if usage is demonstrably reduced (after adjusting for any extenuating circumstances).

If lost water entered the sanitary sewer system, leak adjustments to the customer's water and sewer billing will equal 25% of the estimated loss for no more than two billing periods.

If the lost water did not enter the sanitary sewer system (i.e. leaks in crawl spaces or into the ground) water charges will be adjusted 25% of the estimated loss for no more than two billing periods and sewer charges will be adjusted to normal usage based on prior year's usage patterns.

If a leak is suspected but cannot be detected by the occupant or owner, additional assistance may be requested from the Water Maintenance Department at no charge to the customer.