



WATER/SEWER LEAK ADJUSTMENT REQUEST FORM

Customer Name:	Account #:
Service Address:	
Email:	Daytime Contact Number:
Date Leak Occurred:	Date Leak Repaired:
Type of Leak: <input type="checkbox"/> Inside <input type="checkbox"/> Outside <input type="checkbox"/> Pool Fill	
Required Documentation: <input type="checkbox"/> Copy of repair invoice attached (if repaired professionally), OR <input type="checkbox"/> Copy of repair receipts attached (if repaired by owner/tenant or agent)	
Brief description of leak and action taken to repair:	

CITY OF OXFORD – WATER/SEWER ADJUSTMENT POLICY Adopted October 18, 2011, Revised November 19, 2019

The policy concerning the adjustment of water and sewer bills is as follows:

- No adjustment shall be made on water and sewer bills except to correct errors in water meter readings and when excessive usage is evident by leaks in the customers plumbing and said leaks have been repaired.
- The minimum adjustment shall be \$20.00; no adjustment shall be made for a leak unless the excessive water consumption is more than \$20.00.
- The maximum adjustment shall not exceed one-half of the excess above three months' previous average consumption.
- Accounts will be eligible for adjustments after the water usage has returned to normal usage.
- For inside leaks, the City will remove half of the water and half of the sewer above the normal monthly bill. The customer is responsible for the balance.
- For outside leaks, the City will remove half of the water and all of the sewer above the normal monthly bill. The customer is responsible for the balance.
- No more than one adjustment in any twelve-month period shall be made at any one location. (This does not mean in a calendar year, but one year from the time the leak occurred.)
- For swimming pool fills, an adjustment is allowable for sewer only and only one adjustment for one bill per calendar year will be allowed (January 1-December 31st). The sewer consumption will be adjusted to the prior six (6) month historical average once the usage returns to normal.
- No adjustment shall be made except at the customer's request.
- Evidence of defective plumbing and verification of repair is required prior to making any adjustments in billing.
- If the City determines that the above criteria have been met, and determines further that the customer did not receive the benefits of the utility service and that a reduction is warranted, it shall make a recommendation to the governing authorities of the City, and the governing authorities may, but shall not be required, to accept the recommendation for the reduction, provided that the factual findings supporting such recommendation have been considered and reflected in the minutes of the Board of Aldermen. No reduction shall become final until and unless such finding, on the minutes of the Board of Aldermen, has been made.

Please submit a copy of the plumber's bill, receipt, or written documentation of the plumbing repair to Oxford Utilities or email to kantress@oxfordms.net.