

WATER & SEWER CREDIT REQUESTS FROM THE CITY OF ATTICA-policy

The City of Attica clerk's office (765-762-2467) must be contacted with requests for water and/or sewer credits.

If the customer knows that they have watered their lawn, filled a pool, left an outside spigot on, had a leak inside that did not go into a drain, or had an underground leak on their property between the home and the meter, they may qualify for a sewer credit. In those instances, the water went into the ground and did not go to our sewage plant for treatment. A request to get a sewer credit based on the customers' average use may be justified. For instance, if we look at the previous years' average use and it is less than the use in a month that you can identify one of the reasons above, we can ask for a credit so that you only pay for the average use quantity.

If the customer claims that the leak did not go down a drain, we may send a city employee to verify this.

If the customer claims that there was an underground leak, a city employee will need to visit the property and have the resident show them the leak or provide a receipt for the repairs.

We do not issue credits for water in any of these instances.

In all instances, it is important to inform the city of the dates that the excessive use was known to occur. It may affect one or more bills depending on the date that we get a read in order to bill the customer.

We do not grant credits for toilets running or any other problem in a home that caused an excessive use of water if the water went to a drain.

If the city finds that a meter malfunctioned or there was a leak/use due to city equipment malfunctions, the customer may be given a credit. That is determined by the Director of Public Works.

All requests for credits must be presented in a Board of Works meeting and must be approved by the members of the Board of Works. Upon approval by this body, a credit will be applied to the account by the Clerk-Treasurer's office. The Board of Works meet the first and third Tuesday of every month at 4:30 PM. You are welcome to attend the meeting that your request is being heard but it is not necessary.

As a courtesy, the City sends "high use" letters the week after we input reads into our system. If the use is higher than usual, the account will be flagged and we will do our best to alert you of a potential problem. We commonly recommend that dye(food coloring or kool-aid) be placed in the tank of a toilet, check it in a half hour to see if the color travels to the bowl. Sometimes, a toilet will have a slow leak that cannot be heard. Another common problem is a malfunctioning water heater. We realize that water leaks of any kind can add up fast and be an inconvenient and unexpected expense.

Feel free to contact the Clerk's Office if you have any questions about your bill or any correspondence you receive from us about high use. Take high use letters seriously so you can save yourself money by fixing your problem as soon as possible.