

Sec. 28-166. - Catastrophic water loss.

(a)

To be considered for a billing adjustment due to catastrophic water loss, the customer shall submit a claim to a commission consisting of the water superintendent and the finance director or their respective designees. In order to be considered for a reduction in the outstanding bill, the customer shall demonstrate that all of the following criteria are met:

(1)

A major plumbing problem within the residence, the cause of which was beyond the control of the resident.

(2)

Evidence, in the form of a paid bill from a registered plumber, must be submitted and approved by the water superintendent demonstrating that all necessary actions to correct the problem have been completed.

(3)

The amount of water used due to the leak must exceed the normal annual amount of water used at this address.

(4)

The account must be current with no outstanding balances or late charges due prior to the leak. If not current, account holder shall be allowed to immediately bring the account current in order to be considered for an adjustment.

(b)

If all of the criteria in subsection (a) have been met:

(1)

The bill for owner-occupied residential accounts or tenant-occupied residential accounts shall be adjusted by reducing the bill to the normal annual amount of the water bill for the customer and eliminating any overage from this amount. For all other accounts, any amount over the normal annual water usage shall be reduced by 50 percent.

(2)

Adjustments to the amount due the Rock River Water Reclamation District shall be at the discretion of that agency.

(3)

The amount of water used due to the leak must exceed the normal annual amount of water at this address.

(4)

The customer and address will be noted for reference in the event of a future claim. Only one adjustment for catastrophic water loss shall be allowed per customer.

(Code 1970, § 31-73; Ord. No. 1988-391-O, 7-11-1988; Ord. No. 2008-167-O, 9-15-2008)