

Sewer Adjustment Policy

The City of Frankfort Sewer Department may, under unusual or special circumstances that are non-recurring in nature, provide adjustments to sewer charges based upon conditions which appear to require adjustments to a sewer bill. To be eligible for an adjustment, a customer must submit the following to the Frankfort Sewer Department within 6 months of the leak, or within 6 months after repairs are made due to an excessive bill:

- Completed application - available from the Sewer Department or can be downloaded from the City Sewer Department website;
- A detailed letter stating the reason for the high water usage;
- A copy of the water/sewer bill from the billing entity;
- Proof of repair (plumber's invoice, receipt for parts, etc.) must be submitted with an application.

Consideration will not be given to requests until all the items above are received by the Frankfort Sewer Department. Please note that repairs must be completed prior to an adjustment being made.

Adjustments, if approved, may include a maximum of 6 months reimbursement provided the conditions below are met. Adjustments to sewer charges on a customer's bill may be made as follows:

(a) A customer's bill may be credited based upon the Frankfort Plant Board's, or other billing entities, determination of water usage.

(b) If requested by the sewer customer, leaks that are in an outside line, where water does not directly enter into the wastewater system and usage exceeds 125 percent of the previous 12 month average flow may be adjusted. Adjustment, if approved, will be made for all water in excess of 125 percent of the previous 12 month average; however, in no case will an adjustment be made to reduce the usage below 2,000 gallons per month. The previous 12 month average will not include the months with excessive usage unless the excessive usage exceeds 6 months; the previous usage average calculation will not extend past a period of 18 months. Only one sewer adjustment will be made per calendar year per account. If 12 months of billing information is not available, the average of the available water usage will be utilized. Should 2 months or less of water usage be available, the adjustment may be delayed for 60 to 90 days to determine subsequent water usage. Adjustments, if approved, shall not be reimbursed for more than a 6 month period.

(c) Adjustments for leaks created by faulty inside plumbing (i.e. faucets, toilets, water heaters, water softeners etc.) where the water directly enters the wastewater system will not be considered unless usage exceeds 5 times the previous 12 month average usage. If requested

by the sewer customer, an adjustment may be made for all water in excess of 5 times the 12 month average; however, in no case will an adjustment be made to reduce the usage below 2,000 gallons per month. The previous 12 month average will not include the months with excessive usage unless the excessive usage exceeds 6 months; the previous usage average calculation will not extend past a period of 18 months. Only one sewer adjustment will be made per calendar year per account. If 12 months of billing information is not available, the average of the available water usage will be utilized. Should 2 months or less of water usage be available, the adjustment may be delayed for 60 to 90 days to determine subsequent water usage. Adjustments, if approved, shall not be reimbursed for more than a 6 month period.

(d) Adjustments for gardening/lawn maintenance will not be considered.

(e) Adjustments for filling of swimming pools will not be considered.

(f) Adjustments may be made for excessive water usage caused by vandalism if a police report is provided with the reimbursement request. Adjustment, if made, will be for water usage in excess of the previous 12 month average. If 12 months of billing information is not available, the average of the available water billing information will be utilized.

(g) With the exception of credits made pursuant to paragraph (a) above; adjustments, if made, are only made at the request of the customer and proof of repair (plumber's invoice, receipts for parts, etc.) must be attached to the Application for Sewer Bill Adjustment.

EXCEPTIONS:

Owners of multi-family complexes that are served by 1 water meter and do not meet the 125 percent amount for an outside leak, may apply for an adjustment if it can be demonstrated that a single building leak would have exceeded that single building's 125 percent requirement. Adjustments made outside the conditions set forth above must be approved by the City of Frankfort City Commission.