

Sewer Adjustment Policy

Adjustments for sewer charges to 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 enter into the wastewater system and usage exceeds 200 percent of the previous 12 month average flow will be adjusted. Adjustment will be made for all water in excess of 200 percent of the previous 12 month average. 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.

(c) Adjustments for leaks created by faulty inside plumbing (i.e. faucets, toilets, water heaters, water softeners etc.) where the water enters the wastewater system will not be considered unless usage exceeds 500 percent of the previous 12 month average usage. If requested by the sewer customer, an adjustment will be made for all water in excess of 500 percent. 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.

(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 usage will be utilized.

(g) Adjustments, if made, are only made at the request of the customer and proof of repair must be attached to the Application for Sewer Bill Adjustment.