

# City of Frankfort

**Mayor**

William I. May, Jr.

**Sewer Department**

1200 Kentucky Avenue  
Frankfort, Kentucky 40601  
(502) 875-2448

**Commissioners**

Lynn Bowers  
Tommy Haynes  
Robert E. Roach  
John R. Sower

Sewer Customer  
Frankfort, Kentucky 40601

Re: Application for Sewer Credit

To Whom it May Concern:

Enclosed please find an application, and a copy of the Guidelines and Procedures. Please complete the application, send in a detailed letter stating the reason for the high water usage, a copy of your Frankfort Plant Board/Farmdale bill, and also copies of any receipts you have for the repairs that were made. Once we get your information, it will be reviewed in accordance with the attached guidelines.

If you should have any questions about paying your bill, you will need to contact the Frankfort Plant Board at 352-4372 or Farmdale Water District at 223-3526 to see if any arrangements can be made.

If you have any other questions, please feel free to contact me at 875-2448.

Thank you,

Tammy Fields  
Office Manager

**Capital of Kentucky**

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# City of Frankfort

Sewer Department  
1200 Kentucky Avenue  
Frankfort, Kentucky 40601  
Phone: (502)875-2440 Fax: (502)223-7857

## Application for Sewer Bill Adjustment

Please fill out the information below.

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Date: \_\_\_\_\_ Account No.: \_\_\_\_\_

Name on Account: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell/Work Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Billing Address if different from above: \_\_\_\_\_

### INCOMPLETE APPLICATION WILL DELAY SEWER DEPARTMENT RESPONSE

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A written detailed explanation of the circumstances pertaining to the water loss must be attached to the application with an explanation of why this should be considered for a hardship adjustment. Please be as specific as possible. Indicate type of repair made, date of repair, who did repair (homeowner, landlord, name of plumber, name of handyman). ATTACH COPY OF RECEIPT ON REPAIRS MADE AND/OR PARTS PURCHASED TO APPLICATION.

Where did water go? Sewer \_\_\_\_\_ Ground \_\_\_\_\_

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As per City Ordinance 52.04.A.7, refunds may be made for sewer charges in hardship cases, as determined by the Director of the Sewer Department. A customers bill may be credited based upon the Frankfort Electric and Water Plant Board's determination of water usage.

Please do not write in this area, office use ONLY		
Monthly Ave: _____	High: _____	Adjustment \$ _____
Circle One:    Approved    or    Denied		

Revised: 01/21/08

## 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.