



SEWER CONSUMPTION ADJUSTMENT POLICY

Adjustments that will be considered on a case by case basis:

- New lawn construction.
- Discharge from swimming pools, etc. that does not enter the sanitary sewer system.

Requests for adjustments that will not be considered:

- Any type of plumbing leaks (e.g. toilets leak, leaking faucets or broken pipes, irrigation systems, etc.) or increase in sewage charges as a result of other surreptitious use of water.
- Any leaks resulting from vacant properties.
- No adjustments will be offered on accounts that are not in “good standing”.

All requests for sewer consumption adjustments will be reviewed by the Director of Public Works and Utilities or designee.

It is the customer’s responsibility to provide burden of proof that the water did not discharge into the sanitary sewer system. Under no circumstances will any credits be issued where plumbing issues have not been resolved.

All requests must be submitted in writing within 30 days of the due date for the billing in question. No more than one billing adjustment will be offered in a calendar year. Adjustments will be made based on billing rates in effect at the time of the discharge. Adjustments may be determined based on check reads of the property in question.

Wausau Water Works reserves the right to inspect property to confirm that discharge did not go into the sanitary sewer system. Wausau Water Works further reserves the right to back bill for accounts where the water meter has stopped or has malfunctioned. Back billing will be based upon rates in effect at the time of the original billing.

These procedures will apply to all customer classes.