

# Water & Sewer Credit Policy

This policy is intended to provide guidance for instances where a sewer credit may be suitable for a Holiday Shores Sanitary District (HSSD) to issue to a user. All requests for sewer reimbursement will be reviewed case by case basis.

In general, water credits will not be issued for leaks on the property owner's side of the water meter. Property owners are responsible for the water line after the water meter, and it is the responsibility of the property owner to maintain this portion of their plumbing system. In cases where there is a leak from the plumbing system under the responsibility of the property owner, the HSSD has still incurred the expense of processing that water. Therefore, the property owner should be responsible for covering the expense associated with the water loss. All major water leaks (service lines outside of residence) where water has not entered the sewer system will be credited 25% of water fee per gallon, upon review.

In general, the following items may be considered for a sewer credit:

- Seasonal filling of swimming pools – Filling of swimming pools may be credited one time per year after written request has been filed in the HSSD office. The request must include dates and times of water used to fill pool. The sewer credits are given per single fill.
- Water leaks external to the household – Where it is proven that a water leak has occurred external to the household and the water was not processed through the sewer system, a sewer credit may be applied. A major outside leak may also receive a 25% reduction on the water used.
- Minimum of 6500 Gallons (\$50.00), per occurrence.
- Any 2<sup>nd</sup> request, customer must show up for BOT meeting.
- Credit for Watering of Sod, customer must attend BOT meeting.
- Any unusual type of request (hose left on etc.), Customer must attend BOT meeting.

Items generally not eligible for a sewer credit include the following:

- Watering grass (Does not include Sod as stated above)
- Washing vehicles
- Cleaning of boats or water equipment
- Washing of home exteriors
- Commercial use of water for any business run from the home
- Multiple-month pool top-off credits.
- Water leaks internal to households – In general, water leaks within a homeowner's structure will not be credited for sewer reimbursement. Proper maintenance of plumbing system is the homeowner's responsibility. One example that has come up has been a running toilet entering the sewer. In this example, the HSSD has both incurred the cost to provide the water and process the waste.
  - If it is known to be a broken pipe or other scenario where the water does not enter the sewer, consideration may be given to deducting the sewer portion of the expense for the surplus usage associate with the break.

All requests for reimbursement must be made in writing and delivered to the HSSD office by the Thursday preceding the monthly Trustees meeting held the 2<sup>nd</sup> Monday of every month.

**Holiday Shores Sanitary District Pool Filling Sewer Credit Request Form**

The following information shall be provided in order to request a sewer credit for pool filling. Once pool filling is complete, return this form to our office for review.

Sewer credit requests must then be approved by the HSSD Board of Trustees.  
Please contact HSSD staff to attend the next Board Meeting to request the sewer credit once review is complete.

Customer Name: \_\_\_\_\_

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

Approximate Capacity of Pool in Gallons: \_\_\_\_\_

Approximate Gallons being Added: \_\_\_\_\_

Dates of Pool Filling: \_\_\_\_\_ to \_\_\_\_\_

Any Additional Information:

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Signature of Customer: \_\_\_\_\_ Date: \_\_\_\_\_

**For Office Use Only**

Application Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Consumption During Request Period: \_\_\_\_\_

Average Normal Consumption Per Month: \_\_\_\_\_

Gallons Exceeding Average Usage: \_\_\_\_\_

Credit Amount of Exceeding Gallons to be Approved: \$ \_\_\_\_\_