

Sewer Credit Policy

Policy

The City of Fond du Lac's Sewer Credit Policy is intended to address high use utility bills caused by water usage that was registered by the water meter but did not enter the sanitary sewer system. It is the responsibility of the customer to ensure that all plumbing, fixtures and appliances in their building are maintained in sufficient operating condition.

All water that passes through the water meter must be paid for, therefore credits will only be considered on the sewer use portion of the utility bill.

Applicability

Indoor Credits

No credits for sewer use will be approved for any water if such water entered the sanitary sewer system via any fixture, appliance or drain including water resulting from frozen pipes and/or meter.

Outdoor Credits

Sewer credits may be considered for excess water usage resulting from usage of water that occurred outside the building and did not enter into the sanitary sewer system. Credits may be issued for:

- Swimming pool fills/ice skating rink fill
 - One (1) continuous fill for a pool or ice skating rink is allowed per season.
 - Customer is responsible for noting and reporting beginning and ending water meter readings.
 - All requests must be reported through the Utility's website or via paper form.
- Lawn establishment
 - Lawn establishment is defined as watering for new grass growth. It does not include watering for aesthetic purposes (brown grass) during drought-like conditions.
 - A one-time new construction/lawn establishment credit is allowed per customer per address.
 - All requests must be reported through the Utility's website or via paper form.
 - Utility staff will analyze customer account to determine if substantial excess usage outside of normal ranges occurred. The analysis will use the prior 6 quarters of billing information for comparison. If 6 prior quarters of billing information are not available, credits will be delayed until sufficient data is available to determine substantial excess usage.
- Outdoor sewer credits will not be issued for (not an exhaustive list):
 - Dripping or continuously running outdoor spigots/hoses regardless of reason (including but not limited to accidentally left on, vandalism, equipment malfunction, lawn watering for aesthetics, freezing temperatures, etc...) unless used in the above examples.

The City and Utility reserves the right to deny any request that it deems did not meet the applicability criteria listed above. Customers must be current on their water bills at time of credit request submittal to be eligible for a sewer credit.

Sewer credits must be greater than \$5 and will be applied to the customer's water account. Sewer credits will not be refunded to customer as cash.