



City of Saratoga Springs Secondary Water Forgiveness Program

Who is eligible?

Residential customers may apply for the water forgiveness program. Commercial, institutional, industrial, or other non-residential customers are not eligible for this program. Customer's must be current on their City utility bill (with the exception of the month for which you are applying for an exemption) to be considered for this program.

Which utilities are eligible?

This water forgiveness program only applies to secondary water. It does not apply to the culinary water, sewer, storm drain, garbage, street lighting or other City utilities.

What circumstances qualify for water forgiveness?

This program is available for residential customers who have a significant water break or leak in their irrigation system that causes their secondary water bill to be significantly higher than normal. This program is not available to customers who have a high secondary water bill due to overwatering or establishing new grass.

Documentation and/or proof of leaks and subsequent irrigation system repairs may be required to be provided to the City prior to approval.

How often will an exemption be granted?

An exemption may be granted once per irrigation season (calendar year). If an exemption is used in June, it could not be used again in August of the same year.

How much of my bill will be forgiven?

Each account has an established allotment of secondary water. Residents who qualify for this program may have any charges that exceed 150% of their allotment forgiven. The resident will still be responsible to pay the charges up to 150% of the allotment.

Example: A customer with a ¼ acre lot has a significant irrigation system break. Their monthly allotment of water is 27.2 thousand gallons. If, during the month of an irrigation system break, they used 100 thousand gallons, the secondary water portion of their bill would be approximately \$236.80. If they qualified for this program, they would be eligible for a reduction of \$189.61 from their secondary water bill. Their new total would be \$47.19 for secondary water.

When do I have to apply for the exemption?

Residents must complete this form and apply for the exemption within 30 calendar days of the high water bill's due date.

What happens if I already paid my bill?

If you have already paid your bill in full for the month for which you are applying, you may still request forgiveness as long as it is requested within 30 calendar days. If you are approved, a credit of the forgiven amount will be given on your City utility account.

If you qualify for this program, please complete the following information:

Name: _____

Address: _____

Phone number: _____

Approximate date leak detected: _____

Approximate date leak repaired: _____

Explain the nature of water leak: _____

Official Use Only

Do they meet eligibility requirements?

Residential account Not used in current year Current on bill Received within 30 days

Account number: _____

Date Received: _____

Total secondary water amount billed: _____

Total amount forgiven: _____

Date of approval: _____

Signature of Finance Manager: _____