



City of Saratoga Springs

Water Bill Forgiveness Program

Application

Who is eligible?

Residential customers may apply for both the culinary and/or secondary water bill forgiveness program. Commercial, institutional, industrial, or other non-residential customers are only eligible for the culinary water bill forgiveness program. Customers must be current on their City utility bill (with the exception of the month for which you are applying for forgiveness) to be considered for this program.

Which utilities are eligible?

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

What circumstances qualify for water bill forgiveness?

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

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

How often will an forgiveness be granted?

Water bill forgiveness may be granted for culinary water and sewer only once every 36 months, and 36 months must have passed since the last time the customer used this program.

Water bill forgiveness may be granted for secondary water only once per irrigation season (calendar year). For example, if forgiveness is given in June, it cannot be used again in August of the same year.

How much of my bill will be forgiven?

Secondary Water: 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 $\frac{1}{4}$ 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.

Culinary Water and Sewer: Customers are responsible to pay for the normal culinary water usage as defined hereafter. Normal culinary water usage is defined as the average usage during the same month for the previous two years. If the customer has only occupied the property for 2-23 months, City staff is delegated discretion to find the most accurate estimate of water used. Adjustments to sewer usage will be calculated as follows. The customer will pay for 56% of actual culinary water used during the time of the leak (sewer is billed based upon culinary water usage). If documentation shows that the leak occurred at a location where the water would not have entered the sewer system, the customer will only be responsible to pay their normal sewer charge as defined above. For example, if the leak occurred in the water lateral in the customer's landscaping, the water would not have entered the sewer system.

Forgiveness adjustments shall not occur unless and until the resident registers for the My Water Use Customer Portal on the City's website **and** have their account set up for alerts.

When do I have to apply for forgiveness?

Residents must complete this form and apply for forgiveness 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 made on your City utility account.

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

Type of forgiveness requested: Culinary/Sewer
 Secondary/Irrigation

Name: _____

Address: _____

Phone Number: _____

Approximate date leak detected: _____

Approximate date leak repaired: _____

Explain the nature of water leak: _____

Office Use Only

Does request meet eligibility requirements?

- Residential account (Secondary only)
- Sufficient time since last request
- Current on bill
- Received within 30 days of bill due date
- Proof of leak and repair

Account number: _____

Date Received: _____

Total water and/or sewer amount billed: _____

Date of approval: _____

Signature of Finance Manager: _____