

**Southwest Delaware County Municipal Authority
Sewer Bill Adjustment Policy**

Adjustments for sewer charges to a customer's bill may be granted at the discretion of the SWDCMA as follows:

1. For leaks that do not enter the sewer system:
 - a. Formal written application for a bill adjustment. Application forms are available at the SWDCMA office or by printing the Adjustment Request Form from this website (found under Billing Adjustments link on home page).
 - b. Proof of leak and repair through receipts from a plumber or for parts. This requirement may be waived if repairs are verifiable by on site confirmation by a SWDCMA worker.
 - c. SWDCMA worker(s) on site confirmation of the leak and verify that the water did not enter the sewer system and that repairs were made and complete. SWDCMA will be the sole determiner of whether the water leakage entered the sewer system based on the written application and on site survey.
 - d. If an adjustment is deemed appropriate by SWDCMA, the leak adjustment shall be calculated based upon the difference between the amount billed for sanitary sewer services and the six month average provided that the leak adjustment is not for a period of more than two consecutive months.
 - e. Only one sewer bill adjustment will be considered per calendar year per account.
2. Adjustments for leaks that enter the sanitary sewer system will not be considered. SWDCMA will be the sole determiner of whether the water leakage entered the sewer system based on the written application and on site survey, if necessary.
3. Adjustments for water usage regarding gardening and lawn maintenance will not be considered.
4. Adjustment for filling of swimming pools:
 - a. Formal written application for a bill adjustment. Application forms are available at the SWDCMA office or by printing the Adjustment Request Form from this website (found under Billing Adjustments link on home page).
 - b. Proof of partial or new pool filling through receipt from pool contractor.
 - c. If an adjustment is deemed appropriate by SWDCMA, the pool fill adjustment shall be calculated based upon the difference between the amount billed for sanitary sewer services and the six month average.
 - d. Only one sewer bill adjustment will be considered per calendar year per account.