



## EXECUTIVE SUMMARY: CITY OF AKRON UTILITY BILL RELIEF POLICY

**Purpose:** To better serve the City of Akron's utilities customers by extending relief programs designed to reduce the expense associated with abnormally high utilities charges that are the result of occurrences such as burst pipes or leaking toilets.

### Utility Events

#### **Burst Water Pipe:**

- Relief offered:
  - *Sewer portion:* A 100% reduction/forgiveness of the excess sewer charges incurred with respect to the monthly bill/invoice at issue
  - *Water portion:* A payment plan of up to four years, interest free financing in order to repay the excess water charges.
- Frequency: One-time forgiveness per account holder (individual or business entity).
- Process: The account holder must submit a written request for relief within 10 business days from the high bill, and submit a properly executed sworn affidavit verifying their eligibility.

#### **Toilet Leak:**

- Relief offered:
  - *Sewer portion:* A 100% reduction/forgiveness of the excess sewer charges incurred with respect to the monthly bill/invoice at issue
  - *Water portion:* A payment plan of up to four years, interest free financing in order to repay the excess water charges.
- Frequency: One forgiveness every 36 months, per account holder (individual or business entity).
- Process: The account holder must submit a written request for relief within 10 business days from the high bill, and submit a properly executed sworn affidavit verifying their eligibility.

#### **Unknown Underground Leak:**

- Relief offered
  - *Sewer and Water portions:* A 100% reduction/forgiveness of the excess sewer and water charges incurred between the date the leak occurred and the date on which the Utilities Business Office/APUB notifies owner/occupant of the leak.
- Frequency: No limitation, provided the account holder is eligible.
- Process:
  - The account holder must submit a written request for relief within 10 business days from the high bill, and submit a properly executed sworn affidavit verifying their eligibility.
  - Account holder must provide records demonstrating that the leak has been repaired.

#### **Other Provisions:**

- No non-individual account holder (business, etc.) shall be eligible for any of the relief in this policy if the property at issue has multiple Housing Code violations or delinquent City of Akron utility account balances at the time of the request for relief, or if the Director of Public Service determines it would constitute an abuse of the policy.
- The Director of Public Service has the authority to provide additional equitable relief under exigent circumstances.

## **Unbilled Services**

### **Unbilled Sewer & Water Services**

- The City will promptly notify the account holder of the issue and will proceed to correct the error.
- The City will bill the subject account for amount of unbilled sewer/water charges up to \$1,500.00.
- A payment plan of up to four years interest free financing in order to repay the remaining balance.

### **Unbilled Curb Service**

- The City will promptly notify the account holder of the issue and will proceed to correct the error.
- The City will back-bill the account for up to 8 years, after the amount due is reduced/forgiven by 50% (75% for HEAP and Homestead-eligible account holders).
- A payment plan of up to four years interest free financing in order to repay the remaining balance

## **Unauthorized Services / Theft**

Upon discovery, the City will bill the subject account or responsible party for all amounts recoverable pursuant to law. To the extent that the City determines in its sole discretion that the unauthorized use of its utility services was criminal in nature, the recipient of said services may be subject to criminal prosecution for theft.



# UTILITY BILL RELIEF AFFIDAVIT (UBRA)

UBO Office Use  
Received by / Date

**REQUIRED**

Account Number: \_\_\_\_\_ Date of High Bill: \_\_\_\_\_  
Service Address: \_\_\_\_\_ Date Leak Repaired\*: \_\_\_\_\_  
Account Holder's Name (please print): \_\_\_\_\_  
Account Holder's Address: \_\_\_\_\_  
Account Holder's Phone Number: \_\_\_\_\_

Please check the box below indicating the event which caused the high bill, and check the corresponding box or boxes below the listed event indicating the relief being sought:

- Burst Water Pipe.** One-time reduction per account holder (individual or business entity).
  - Sewer portion:* A 100% reduction of the excess sewer charges incurred with respect to the monthly bill/invoice at issue.
  - Water portion:* A payment plan of up to four years, interest free financing in order to repay the excess water charges.
  
- Toilet Leak.** One reduction every 36 months, per account holder (individual or business entity).
  - Sewer portion:* A 100% reduction of the excess sewer charges incurred with respect to the monthly bill/invoice at issue.
  - Water portion:* A payment plan of up to four years, interest free financing in order to repay the excess water charges.
  
- Unknown Underground Leak.** No limitation, provided the account holder is eligible\*.
  - Water & Sewer portions:* A 100% reduction of the excess sewer and water charges incurred between the date the leak occurred and the date on which the Utilities Business Office/APUB notified the owner/occupant of the leak.

\* For an Unknown Underground Leak, the account holder must submit copies of receipts demonstrating that the leak has been repaired along with this Affidavit.

**\*\*\* THIS FORM MUST BE NOTARIZED TO BE VALID \*\*\***

I, \_\_\_\_\_, *solemnly swear or affirm that the statements and representations in this affidavit are true to the best of my knowledge and belief.*

**Account Holder's Signature** \_\_\_\_\_

Sworn to and subscribed to in my presence this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Notary Public \_\_\_\_\_

**Note:** No non-individual account holder (business, etc.) shall be eligible for any of the relief in this policy if the property at issue has multiple Housing Code violations, or other delinquent City of Akron utility account balances at the time of the request, or if the Director of Public Service determines it would constitute an abuse of the policy.

After being completed and **notarized**, form and any required documentation may be scanned and e-mailed to [UBO@AkronOhio.gov](mailto:UBO@AkronOhio.gov), faxed to (330) 375-2308, or mailed to: **City of Akron, Utilities Business Office, 1180 S Main St, Suite 110, Akron, Ohio 44301-1253.**