



**CITY OF FAIRBORN
UTILITY BILLING DIVISION**

44 W. Hebble Avenue
Fairborn, OH 45324
(937) 754-3007
Fax: (937) 754-3107

1. Undetectable Leak Adjustments

Based on Sections 913.05 and 915.02 of the Codified Ordinances, the City Manager is authorized and directed to manage and control both the water system and sewerage system in a safe, economical, and efficient manner and to make such by-laws and regulations as may be deemed necessary for the safe, economical and efficient management and protection of those systems. Therefore, the following rules and regulations concerning excess water and sewer usage are hereby established.

A. Only Undetectable Leaks May Qualify for an Adjustment

To be considered for an adjustment the leak must be undetectable after it enters the property through the meter. Only the sewer portion of the bill will be adjusted. To apply for an undetectable leak adjustment, the following must be completed:

- (1) Formal written application for a bill adjustment. This application form is available at the Utility Billing Office.
- (2) Proof of the leak and the repair through receipts from a plumber, registered to work in Greene County, or for parts. This requirement may be waived if repairs are verifiable.
- (3) City water department personnel sent on location to confirm:
 - location of the leak
 - current meter reading
 - water would not have gone through the sewer system
 - repairs were made and complete.

If an adjustment is deemed appropriate, the sewer portion of the bill will be reduced to the customer's previous 12-month average. An adjustment will be for a period not to exceed two months. Adjustments are limited to one per customer, per location, annually.