City of Winthrop, MN
Water Sewer Adjustment Request Form

APPLICANT/PROPERTY INFORMATION	
Name on Account:	**Account Number:**
Property Address:	**City/State/Zip:**
Phone:	**Email:**
Type of Leak: **Underground Irrigation Toilet Softener Other**	**Other Description:**
Describe the actions that were taken to complete the repairs:	
Date Leak Occurred:	**Date Leak Repaired:**

NOTES TO APPLICANT

By signing, I verify that necessary repairs have been made prior to submitting this form. I understand that adjustments to the water or sewer portion of my bill cannot be made until repairs have been completed.

I authorize the City of Winthrop to process an adjustment on the water and/or sewer portion of my bill. I hereby certify that I have read and examined this application and all statements are true and correct.

_____ _____

Signature of Applicant **Date**

OFFICE USE ONLY		
Received By:	**Date Received:**	**Notes:**
City Official Reviewing:	**Date Reviewed:**	**Approved or Denied:** **Reason:**
Customer Notified:	**Date of Notification:**	**This completed form will be saved to the customer's account.**

305 N Main St, PO Box Y, Winthrop, MN 55396
Phone: (507) 647-5306 • Fax: (507) 647-3600
Web: www.winthropmn.gov

Water/Sewer Bill Adjustment Policy Adopted:

A property owner may request for the City of Winthrop to review a billing account to determine if the account is eligible for an adjustment.

ADJUSTMENT REQUEST REQUIREMENTS

- Only the legal property owner or an authorized person designated by the property owner may request an adjustment.
- Adjustment requests must be submitted within sixty (60) days of the bill being issued.
- No more than two (2) consecutive bills are eligible for an adjustment for interior/situational usage or an underground leak.
- No leak adjustments will be granted if the property has an active leak or the known leak has not been repaired.

ADJUSTMENT REQUEST TYPES CONSIDERED

- **Interior/Situational Usage Adjustment:** This is for water loss typically associated with interior plumbing (e.g., appliances, interior fixtures, etc.) water loss in which the water loss returns to the sanitary sewer system. Property owners may only be granted an interior/situational usage adjustment at a property once every three (3) years.
- **Underground Leak Adjustment:** This is for water loss typically associated with underground pipe ruptures in which the water loss does NOT return into the sanitary sewer system. A receipt from a certified plumber is required to be submitted. The receipt must contain the date of the repair, type of repair, and indicate repair was completed. If water consumption data is available, data must support repair receipts. Property owners may only be granted an underground leak adjustment at a property once every two (2) years.

ADJUSTMENT TYPES NOT CONSIDERED

- **Theft or Vandalism:** Water loss due to theft or vandalism will not be considered for adjustment and is the property owner's responsibility.

ADJUSTMENT REQUEST SUBMISSION

Adjustment requests must be submitted using the "Water and Sewer Adjustment Request" form and returned to the Winthrop City Hall or the email below.

Email: cityclerk@winthropmn.gov

Mail or In Person: City of Winthrop
Water and Sewer Adjustment Request
PO Box Y
Winthrop, MN 55396

ADJUSTMENT NOTIFICATION

If approved, the adjustment will appear on the next utility bill.

If an adjustment is NOT approved, the property owner will be notified as to the reason for the denial.