



# PORT CLINTON WATER WORKS

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## CUSTOMER PENALTY WAIVER FORM

*By-Laws Section 104.06*

Customer Name \_\_\_\_\_ Service Address \_\_\_\_\_

Account Number \_\_\_\_\_ Phone Number \_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

All Bills not paid in full shall be increased by 10% and the amount of the bill as so increased shall constitute the gross bill.

Water and/or Sewer Customers contesting the 10% late penalty charged to their accounts may be granted a one-time waiver of said charge during a one year period providing the following conditions have been met:

1. Requests for waiver must be submitted in writing (see form in Appendix C - Forms), signed and dated by the property owner or person on record with the Department as being responsible for payment; and,
2. Penalty has not been charged within a one (1) year period prior to the request (regardless of the occupant); and,
3. All delinquent charges for water and/or sewer service shall be paid in full prior to the next billing cycle for said service.
4. Request must be received within 30 days of being charged.
5. Submitting a request will not prevent termination of water service

Customer notified on \_\_\_\_\_ of the following decision:

\_\_\_\_\_ Waiver of 10% late penalty granted. Another waiver request will not be considered for a period of one year from date of initial request.

\_\_\_\_\_ Waiver not granted.

\_\_\_\_\_ Previous waiver granted on \_\_\_\_\_

\_\_\_\_\_ Other reason \_\_\_\_\_

Adjustment amount (code 16):\$ \_\_\_\_\_ Date of Adjustment: \_\_\_\_\_

Water: \_\_\_\_\_

Sewer: \_\_\_\_\_

Water Office Manager \_\_\_\_\_