WATER BILL FORGIVENESS PROGRAM

Adopted by Albany Water Board April 26, 2019

Q. What is the water bill forgiveness program?
   A. It is a program offered to help provide financial relief to customers who have received a large bill due to leaky fixtures, running toilets, burst pipes and burst water tanks.

Q. Who is eligible?
   A. Any residential property up to three units. (Excluding any store fronts, restaurants, and/or other commercial properties)

Q. How many times can a customer receive this program?
   A. One time only

Q. How much will my bill be lowered?
   A. We will remove half of the total bill in question.

GUIDELINES

1. The bill must be at least 3 times the amount of the average bills from the last three years and the bill must be over $500.00 for 1-2 family residences and over $1000.00 for a 3 family residence. Anything over 3 units will not qualify for the program.
2. Account must be paid up to date. If there is not a good payment history you may be asked to pay the amount upfront in order to receive the modification as a credit against future bills.
3. A Check, Test, and Read will need to be performed at the property and the meter will need to be tested. The property owner will need to be present for this.
4. Proof that the leak has been fixed (Data profile, receipts, meter testing 100%)
5. Customer must call within 15 days of receiving the bill for consideration.

Customers who do not meet the qualifications for bill forgiveness under this policy will be offered a payment plan. The customer also has the right to submit a protest form to the City Clerk’s office for review.