



PORT CLINTON WATER WORKS

Phone 419-734-5522

Fax 419-734-5278

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: \$ _____

Date of Adjustment: _____

Water Office Manager (or designee)