

City of Nelsonville Utility Department
211 Lake Hope Drive
Nelsonville, Ohio 45764
(740) 753-2151
www.cityofnelsonville.com

Nelsonville Utility Department Water Loss Abatement Policy

The City of Nelsonville is thrilled to announce a two-tier water loss abatement policy program this year.

Up to \$500.00 in water leak coverage- \$30.00 annual fee

Up to \$1,000.00 in water leak coverage- \$50.00 annual fee

The Nelsonville Utility Department Water Loss Abatement Policy allows customers in good standing (i.e., current on all bills and charges), who have enrolled and paid the annual fee, to receive credit on their water bills for water loss, due to leaks, which occur on their sides of the meter.

The annual fee per account, is due in the office before policy can begin. The abatement policy will be in effect for a water loss due to such a leak occurring during the following 12 months.

This policy applies only to the account holder (the name on the account) of a residential 5/8"-1" meter set.

New customers can sign up for the policy at a pro-rated rate and coverage. New owner/tenants will be prorated to calculate the fee required and the maximum coverage. The fees are non-transferrable, and no refunds will be generated upon finalizing an account.

Land owners may sign-up for the abatement policy for rental properties. The coverage would be for each water tap and would follow the same requirements and policies.

All costs for repairs remain the responsibility of the Owner/Account Holder.

The customer is required to notify the utility office when a water leak is discovered and when repairs are completed. This will ensure that the correct time frame is being used to calculate the loss. Once the utility department verifies the occurrence, the customer is required to pay their "average" usage for that month, which is held in the computer based on the last twelve months, or as many as are on file, if fewer than 12 exist. The balance of the bill will be credited, not exceeding the yearly maximum. After the maximum amount is reached, the customer is responsible for any additional costs, or water leaks for the remainder of the year. Credits cannot be used to cover the cost of filling a pool, as this is not a leak. The district retains the right to require proof of repairs such as receipts.

If you would like to enroll in the Nelsonville Utility Department Abatement Program, **please sign the form below and return to our office with your non-refundable annual fee by January 10, 2026.**

Account Holder Name: _____

Account Number: _____

Service Address: _____

Phone #: _____ Date: _____

Signature: _____

\$500 coverage/\$30.00 _____

\$1,000.00 coverage/\$50.00 _____

***CASH, CHECK OR MONEY ORDER ONLY**

What is the abatement program?

A simple water leak can cost you hundreds or even thousands per year.

With the abatement program, the cost of your leak can be covered up to either \$500.00 or \$1,000.00 annually.

How it works

Your hot water heater sprang a leak. Your average monthly bill is \$40. Because of your leak, your monthly bill is over \$200.

1. Notify the City of Nelsonville Utility Department after discovering the leak.
2. Notify the City of Nelsonville Utility Department once repairs are complete.
3. Submit proof of repairs via receipts and photos.
4. We will credit the policy amount to your outstanding balance.

Who should sign up?

If you are a tenant, landlord or homeowner and you have an account with the City of Nelsonville Utility Department, this is for you.

If you have multiple accounts, you may want to purchase a policy for each, as one policy covers one residence.

What it does not cover?

- Filling a pool
- Power washing
- Car washing
- Anything that does not constitute water loss

How to sign up

Read and fill out the enclosed policy, then:

- Mail it to the City of Nelsonville Utility Department
- Drop it in our drop box at 211 Lake Hope Drive
- Print form from www.cityofnelsonville.com and submit in person at City Hall

How much does it cost?

For up to \$500.00 in coverage- \$30.00 annually

For up to \$1,000.00 in coverage- \$50.00 annually