

Hardship Policy Information and Release

Dear Resident:

It is the general policy of the Jefferson Water & Sewer District that the owner/tenant of any property serviced by the District shall be responsible for any and all fees and charges associated with the provision of potable water and sanitary sewer services, and for any penalties for late payment associated with such services.

However, the District will entertain hardship requests to arrange payment plans for; or forgive some portion of the amount owed to the District by the owners/tenants of residential property. Hardship requests shall be evaluated on a case by case basis and the decision of the District in response to any request shall be based upon the following guidelines:

- Applicable minimum service fees will be charged even after service disconnections and requests to forgive such minimum fees will not be granted.
- The District may elect to arrange for a payment plan which satisfies all unforgiven debt over some mutually agreeable time period. Any failure to adhere to said payment plan by the owner/tenant shall preclude any future forgiveness of any portion of debt owed to the District and shall result in the reinstatement of any previously forgiven debt and all such debt shall then become immediately due.
- Any forgiveness of service fees and penalty charges is not guaranteed and may only be granted in the event of a hardship, as defined herein.
- A hardship, for the purposes of this policy, shall include verification of the following:
 - loss of employment by the owner or account holder; or
 - death of spouse; or
 - illness of a duration longer than six weeks; or
 - any other unusual circumstance that the District deems as a hardship (Documentation will be required to prove your “unusual” circumstance).

To apply for the District’s Hardship Policy, please complete the Hardship Policy Application on the reverse of this page, provide verification to support your hardship, and return the application and verification to Joshua Burklin, Account Resolution. The District will contact you after review of your information.

Please note that this is a courtesy service, and the District accepts no liability for any miscommunication, error, omission, or other problem or failure of the service, and the owner/tenant, by signing the Hardship Policy Application, releases the District from any such liability, regardless of whether any costs or damages have been incurred related to the same.

For more information, please contact our offices by phone or e-mail at customerservice@jwsd.org.

Hardship Policy Application

I have read the Hardship Policy Information and Release provided by Jefferson Water & Sewer District on the reverse of this page, and I hereby apply for this service and agree to the release described.

Signature of Owner/Tenant

Date

Please provide the following information:

Customer Name: _____

Account Number: _____

Address: _____

City, State, Zip: _____

Phone #: _____

Cell Phone #: _____

E-Mail Address: _____

Please check the appropriate type of hardship to be considered by the District and provide documentation and/or verification to support this hardship.

_____ Loss of employment by the owner/tenant

_____ Death of spouse

_____ Illness of a duration longer than six weeks

_____ Any other unusual circumstance that the District could deem as a hardship. Please describe.

Please mail the Hardship Policy Application, along with your documentation / verification to:

Joshua Burklin, Account Resolution
6455 Taylor Road ~ Blacklick, OH 43004
jburklin@jwsd.org
614-864-0740 Ext. 202 ~ 614-864-9192