

LEAK CREDIT REQUEST

Customer Name: _____ Account #: _____

Service Address: _____ Phone #: _____

13.05.170 Customer Leak Repair and Adjustment

When excessive meter registration is caused by broken or leaking water service pipes from the water meter into the structure or water pipes under the structure, including any crawl space or other structural components of the structure, without the knowledge of the customer, an adjustment to the water and wastewater bills may be made upon written application and satisfactory proof showing where the leak or break occurred and that a repair has been made. The adjustment would be for up to two months' billing cycles. The basis for adjustment shall be the normal consumption under similar operating conditions. The billing adjustment shall not exceed \$500.00.

Customers must apply for a water leak adjustment, in writing, within thirty (30) days of the City's issuance of the water bill sought for adjustment. Please provide below a detailed explanation of when and where the leak or break occurred and what action took place to repair it (you will need to provide proof of the repair such as photos, receipt from licensed plumber, etc.). If you need additional space for your explanation, use the reverse side of this document to continue.

Please note: Making such a request does not extend the period for payment of your water bill – we recommend that customers pay their monthly bill in full to avoid late fees and the shut-off process. The adjustment process generally takes up to two months to complete and you will be notified by mail of the resolution. **If you wish to retain copies of your paperwork/receipts, please make duplicate copies prior to submitting your request to the city.**

By my signature below, I acknowledge that all information provided herein is true & correct to the best of my knowledge.

Signed: _____ Date: _____

OFFICE USE ONLY

Date of Determination: _____ Adjustment Decision: Approved Denied

Pending Notice Sent: _____ UB Notes: _____ (see attached calculation sheet)