



REQUEST FOR BILLING ADJUSTMENT DUE TO LEAK

Name on Account _____ **Account Number** _____

Address of Property _____

Date of Repair _____

Description of Leak _____

Signature: _____

Date _____

Phone Number _____

***MAY ATTACH PLUMBER'S BILL IF APPLICABLE**

Guidelines for calculating the monetary adjustment on a utility account for excessive water/sewer charges resulting from a water leak:

***The customer must provide a written statement, e-mail, or plumber's bill within 60 days of a leak being repaired to receive an adjustment. *Adjustments are limited to two consecutive consumption periods.**

The water adjustment is to be 50% of the difference between the usage during the time that the leak occurred and the customer's normal usage for the same month of the year. The City will use the month preceding the leak or the first full month after the leak is repaired as the basis for "normal usage". If this information is not available, the City will use the same month of the prior year.

The sewer adjustment is to be 100% of the difference using same criteria as the water adjustment.

NOTE: Policy does not apply to multi-unit properties such as apartments and mobile home parks. Policy does not apply to irrigation usage for calculation of winter base average.
