

## Request for Water Leak Adjustment

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Account Number: \_\_\_\_\_

Please describe leak

Where was the leak? \_\_\_\_\_

How long do you estimate the leak ran before fixing? \_\_\_\_\_

When was this leak fixed? \_\_\_\_\_

### Policies & Procedures

Water leak adjustments may be made in the event of a leak that a customer cannot control, such as a pipe breaking. Such adjustments shall be limited to twenty-five (25%) percent of the net bill and a customer shall not receive more than one adjustment within a 12 month period. In order to qualify for an adjustment, the amount of usage must exceed two hundred (200%) percent of their average net bill for the twelve (12) month period preceding the date of the bill to be adjusted.

When a water leak adjustment is made, the customer shall also receive an adjustment to the sewer billed on the adjusted water bill, so that the amount charged for such sewer shall be equal to the average charge for sewer service for the preceding twelve (12) months. (1970 Code, § 13-114, as replaced by Ord. #195, Feb. 2003, and Ord. #222, Jan. 2005)

I have read and understand the water leak adjustment policies and procedures and wish to request an adjustment on this bill.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date