



LEAK CREDIT INFORMATION

The City of Murphy ordinances allows customers who have suffered an excusable defect to receive a leak adjustment credit.

Please provide a letter to the Customer Service Department requesting a leak credit including the service address along with the approximate dates the leak occurred and with the repair receipt in order to receive proper credit. A leak credit will be applied only after a customer presents proof of a repair of the leak to the Customer Service Department.

When the leak credit has been approved by the Customer Service Department a credit will be applied on your utility statement and you will be notified by letter of the credit. Please continue to make your monthly payments as scheduled. Leak credits are based on water usage consumption, not dollar amounts. Credits will be evaluated and approved based off the following requirements:

Leak Credit Requirements –

- A leak credit will be considered after a customer presents proof of repair of leak within ninety (90) days.
- This average will apply to water usage only and leak credit shall be applied only once per 12-month period as appropriate, and cannot cover a period greater than 90 days (3 months).
- Leak credit will be based on a 24 month average by using the following calculations -
 - Leak usage 0 to 15,000 gallons will be calculated by 1st tier rate minus wholesale rate,
 - Leak usage 15,000 and above will be calculated at 2nd tier rate minus wholesale rate.
 - (New customers will be charged the citywide residential average usage of 9,400 gallons until their own independent 24 month average has been established).
- If a leak is detected by the City and the location has been notified, the homeowner must repair the leak within 90 days of notification to be considered for a credit.

APPROXIMATE DATES LEAK OCCURED: _____

SERVICE ADDRESS OF WHERE LEAK OCCURED: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

I certify the leak has been fixed at the above address to the best of my knowledge. I have attached a copy of the receipt for the repair. If you, the resident, did the repairs yourself, please provide a copy of the receipt for parts used to fix the repair. I am applying for a credit to be given to the overage of water consumption used during this period.

SIGNATURE: _____ TODAYS DATE: _____

FOR OFFICE USE ONLY	
APPROVED <input type="checkbox"/> DENIED <input type="checkbox"/>	
SIGNATURE _____	DATE _____
ACCOUNT NUMBER _____	