

LEAK CREDIT REQUEST

Please continue to make your monthly payments as scheduled.

Leak Credit Requirements –

- A leak credit will be considered after a customer presents proof of repair of leak within thirty (30) days based on date of repair invoice. The granting of a leak credit is within the sole discretion of the City and is subject to the restrictions outlined in this Section A8.003 of Appendix A, Fee Schedule.
- In no event will leak credits be issued in an amount less than \$10.00.
- The calculated adjustment will apply to water usage only. A leak credit shall be applied only once per 12-month period as appropriate and cannot cover a period greater than 90 days (3 months).
- Leaks related to water features (fountains, ponds, etc.), irrigation, swimming pools, and hot tubs will not be eligible unless continual hourly consumption can be identified by city resources for a credit.
- All necessary permits must be acquired and pass inspection to be eligible for a leak credit.
- If a leak is detected by the City and the location has been notified, the homeowner must repair the leak within 30 days of notification to be considered for a credit.

When a review of the leak credit request has been completed, an email notification will be sent. If a credit is granted, it will be applied to the utility account.

Account Number: _____ Service Address: _____

Range of Dates of Leak Occurrence: _____

Date of Repair: _____ Type of Repair: _____

If applicable, Permit Number: _____ Date of Inspection: _____

Email Address: _____ Phone Number: _____

Please be sure to include copy of the repair receipt as leak credits cannot be approved without this item. If the repair was made by homeowner, provide a copy of the receipt for the parts purchased to fix the leak.

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. I also certify that a permit has been acquired and passed inspection if applicable. I am requesting to be considered for a leak credit of water consumption used during this period.

Leak credits are processed in the order they are received. Please be patient while this process is being performed and please continue to make your monthly payments as scheduled. We will complete the review as soon as possible.

Signature: _____ Date: _____

FOR OFFICE USE ONLY
APPROVED DENIED

SIGNATURE

DATE

Customer Service Department

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