



# LEAK CREDIT REQUEST

**Please continue to make your monthly payments as scheduled.**

Leak credits will be evaluated based off the following:

**Leak Credit Requirements –**

- A leak credit will be considered after a customer presents proof of repair of leak within ninety (90) 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 as well as administrative policies of the City.
- 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).
- 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 1<sup>st</sup> tier rate minus wholesale rate,
  - Leak usage 15,000 gallons and above will be calculated at 2<sup>nd</sup> tier rate minus wholesale rate.
  - New customers with less than 24 months of consumption history will be eligible for a leak credit only if actual water usage exceeds 18,800 gallons per month (citywide residential average water usage) for up to three months.
- 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.

**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: \_\_\_\_\_

Range of Dates for Leak Occurrence: \_\_\_\_\_

Date of Repair: \_\_\_\_\_

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

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

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

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 am requesting to be considered for a leak credit overage 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. We will complete the review as soon as possible.**

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

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