



Leak Adjustment Request Form

CUSTOMER INFORMATION

Today's Date: _____

Customer Name: _____

Contact Phone Number: _____

Account Number: _____

Service Address: _____

Date of Bill in dispute: _____ Amount of Bill in Dispute: _____

Have you previously requested an adjustment from the Town? YES* NO

*Adjustments may only be granted once every 36 months

Type of LEAK:

- | | |
|---|---|
| <input type="checkbox"/> Toilet or faucet | <input type="checkbox"/> Malfunctioning appliance |
| <input type="checkbox"/> Hot water heater | <input type="checkbox"/> Supply Line |
| <input type="checkbox"/> Other: _____ | |

Did Leak enter the sewer system?

- Yes No

Period of leak: Date from _____ Date to _____ Total days _____

Please describe how the leak was identified and corrected

Date repairs were made: _____

Were repairs made within 15 days of leak discovery or receipt of bill?

Yes

No

A copy of the repair bill or receipt is required.

Please attach documentation to verify the existence, size and location of the leak repaired. Requests without proper documentation will not be considered.

List the documents attached below:

Adjustment Process

Each request is reviewed and processed according to Town policy. The finance department will not process any requests without a completed form and supporting documentation. Customers will be notified of the status of their request within two weeks of being submitted.

Policy Summary

As a courtesy, the Town offers adjustment for unusual usage due to leaks that have been repaired in a timely manner. Requests must be made within 30 days of billing date.

Requests are limited to once every three (3) year period. The number of billing periods eligible for adjustment is limited to a maximum of two (2) consecutive periods. Adjustments will be made based on the customers "normal usage" which is calculated as the average number of gallons used during the previous six (6) billing periods. If the customer does not have at least six (6) previous bills, then the adjustment will be based on available data.

It is the customer's responsibility to maintain proper work order of mechanical fixtures such as toilets, faucet, connections or appliances. However, the customer may be eligible for a rate adjustment whereby the customer will be charged at their highest normal rate tier for all usage above their historic usage.

If the leak exceeded 150% of historic usage, the customer may be eligible for a water and sewer leak adjustment. These adjustments are calculated by crediting 50% of the water and sewer charges in excess 150 % of the customer's normal usage.

If the customer can prove the water leak did not enter the sewer system, they may receive a sewer adjustment. This adjustment is calculated by crediting 100% of the sewer charge in excess of the customer's normal usage.

By signing this form I swear that the repairs reported were made, I have read and reviewed the Town's entire leak policy and I hereby declare the statements and documentation to be accurate and true to the best of my knowledge.

Date

Signature