



# 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: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

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

**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 _____