



## Leak Adjustment Request Form

Leak Adjustments are a courtesy and are granted to customers who have experienced leak(s) and have caused an abnormal usage with an increased bill. Adjustments can only be made within the following criteria:

- Consumption must be at least two (2) times the average consumption of the previous three (3) months to be eligible.
- The customer must have at least six months of consumption history prior to the leak.
- A Leak Adjustment Request Form must be submitted to the Utility Billing Office with all required fields complete. The submittal can be done electronically on our website, or submitted in paper form to our Utility Billing office staff.
- The Request must be accompanied with the receipts and/or invoices for expenditures incurred to fully repair the leak.
- Leak Adjustment requests must be submitted within 90 days of the completed repair.
- Only one (1) leak adjustment will be granted every two (2) years per customer address.
- The customer must be living at the address when the request is submitted and their account should not be in delinquent status.

**Please Complete the Required Information Below:**

Customer's Name: \_\_\_\_\_

Customer's Service Address: \_\_\_\_\_

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

Date Leak was Repaired: \_\_\_\_\_

Requested Period for Adjustment: \_\_\_\_\_

Type of Leak: \_\_\_\_\_

Please provide a brief description of the leak:

How was the leak repaired:

Licensed Plumber

By Customer (Do-it-yourself)

Please note that the maximum adjustment period for review is sixty (60) days, or two (2) consecutive billing cycles. In addition, the maximum credit a customer may receive for a leak adjustment is \$250 with proper documentation from a licensed plumber, or \$100 for a repair made by the customer themselves.

Various homeowner maintenance will not be considered for a Leak Adjustment, including but not limited to toilet leaks, leaking faucets, unattended water outlets, water usage for filling a swimming pool, irrigating lawns and gardens, and/or any unauthorized water use.

For more information, please contact the City of Leander's Utility Billing Office and they will be happy to assist.