



Name on Account _____ Account No. _____

Phone Number _____ Email Address _____

Service Address _____

Where did the leak occur? _____

When did you first learn of the leak? _____

How was the leak discovered? _____

Who repaired the leak? _____ Date of Repairs _____

(Attach copies of any receipts or invoices.)

Signature _____ Date _____

(Office use only.)

Date of Inspection _____ Meter Reading _____

Time-Period of High Water Use _____ (Up to 45-days)

Consumption for each billing cycle during high use period _____

Last 3 Year's Consumption for that time-period

Year _____	Use _____	Year _____	Use _____
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Year _____	Use _____	Year _____	Use _____
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Year _____	Use _____	Year _____	Use _____
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3-Year Total _____	/3= _____	3-Year Total _____	/3= _____
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Water Credit Request: Approved Denied Date of Adjustment, if any _____

If Denied, Reason for Denial _____

Signature _____ Date _____

13.04.150 Leak adjustments.

A. The customer retains control over the use of water on the customer's premises, and as such, the customer is responsible for all the water passing through the meter, including water which may be lost or wasted through leaking pipes or fixtures on the premises. A reduction to water and/or sewer charges for the excess water used may be allowed for verified leaks under the following conditions: (1) the water leak adjustment shall not exceed two billing cycles; (2) the customer can verify the leak and demonstrate that the leak was not due to negligence; (3) the customer can demonstrate that they made a diligent effort to repair the leak within 48 hours of discovery; and (4) the request for a water leak adjustment is filed with the City on forms provided by the City within 60 days of the repair of the leak.

B. Upon verification of the leak and repair, the city administrator, or his/her designee, may authorize a credit to the customer's account as follows:

1. Sewer charges. If the excess water due to a leak is determined to have not entered the public sewer system then the adjustment to sewer charges shall be equivalent to the difference between the billed sewer charges and the sewer charges computed using the average water consumption for that account. If the excess water due to a leak is determined to have entered the public sewer system then no adjustment to sewer charges is authorized; however, for purposes of calculating the average winter use, average water consumption shall be used in lieu of the actual consumption if the leak occurred during the December, January or February billing cycles.

2. Water charges. Leak adjustments to water charges shall be equivalent to the difference between the billed water charges and the water charges computed using the average water consumption for that account plus one-half of the difference between the actual water consumption and the average water consumption for that account.

3. For use in calculating sewer and water adjustments, average water consumption shall be calculated by using the actual consumption for the same month during the previous three years. In the event that three years of water consumption records are not available, the city administrator, or his/her designee, will determine the average water consumption based on the best information available.

C. Leak adjustments shall be limited to one per one-year period for an account. [Ord. 510-2012].

Calculation Sheet

Water	Sewer
Amount Charged:	Amount Charged:
Month #1 - WB \$ _____	Month #1 - SB \$ _____
Over 550cft \$ _____	Over 550cft \$ _____
Over 825cft \$ _____	Month #2 - SB \$ _____
Over 1375cft \$ _____	Over 550cft \$ _____
Over 2750 \$ _____	Total Charges = \$ _____
Month #2 - WB \$ _____	Amount Charged based on Average:
Over 550cft \$ _____	Month #1 - SB \$ _____
Over 825cft \$ _____	Over 550cft \$ _____
Over 1375cft \$ _____	Month #2 - SB \$ _____
Over 2750 \$ _____	Over 550cft \$ _____
Total Charges = \$ _____	Total Charges = \$ _____
Amount Charged based on Average:	*****
Month #1 - WB \$ _____	Amount Charged = \$ _____
Over 550cft \$ _____	Amount on Average = \$ _____
Over 825cft \$ _____	Difference = \$ _____
Over 1375cft \$ _____	Sewer Adjustment = _____
Over 2750 \$ _____	
Month #2 - WB \$ _____	
Over 550cft \$ _____	
Over 825cft \$ _____	
Over 1375cft \$ _____	
Over 2750 \$ _____	
Total Charges = \$ _____	

Amount Charged \$ _____	
Amount on Average \$ _____	
Difference \$ _____	
Divided by 1/2 \$ _____	
Water Adjustment = _____	

Total Leak Adjustment \$ _____