



Water Resources Department
REQUEST FOR UNDERGROUND LEAK ADJUSTMENT

1. The Department reserves the right to deny adjustment requests.
2. Department recommendations are FINAL
3. Leaking fixtures such as toilets, faucets, burst hoses, etc., will not be considered for an underground adjustment, see our non-underground adjustment policy
4. Adjustments are not considered without plumber's certificate, information, and/or receipts
5. Adjustments will range from 0-35%, if proof of entire water line replacement is provided customers may qualify for additional adjustments.
6. One adjustment per 2-year period
7. Adjustments are considered for burst underground water lines only.
8. Adjustments will only be considered for bills that have increased by at least 100% of a 12 month average.
9. The highest bill will be adjusted if leak occurred within more than one billing cycle.

SECTION I – CUSTOMER'S STATEMENT

1. Name and Account Number _____
2. Location _____
3. Telephone Number (between 7:30 am & 4:30 pm) _____
4. Email Address _____
5. Type of occupancy: Residential _____ Commercial _____
6. Number of People Using Water _____
7. Gallons used on bill in question _____
8. Amount of bill in question: Water \$ _____ Sewer \$ _____
9. Reason for excessive use _____

If excessive use was due to a leaking pipe, was it located underground? _____

Date _____ Signature _____

SECTION II – PLUMBER'S AFFIDAVIT / CERTIFICATION

Adjustments are not considered without the following information:

This is to certify that on _____, the plumbing firm of _____ made repairs at the above location as follows:

_____.

Were repairs due to underground leak? Yes _____ No _____

Date _____ Signature _____

Adjustment Amount: _____ New Amount: _____

Date: _____ Authorized By: _____