



**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 \_\_\_\_\_

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Adjustment Amount: \_\_\_\_\_ New Amount: \_\_\_\_\_

Date: \_\_\_\_\_ Authorized By: \_\_\_\_\_