



## WATER LEAK ADJUSTMENT FORM

The City of Greenville will consider requests for adjustments on water bills due to leaks. The residential customer must have at least three (3) months of billing history at the service location where the leak occurred in order to be eligible for an adjustment. This form, along with the appropriate repair statement, must be submitted for an adjustment to be considered. If an adjustment is allowed, the water consumption to be adjusted will be charged a production cost of \$1.58 per 1,000 gallons. Only one (1) water leak adjustment is allowed during a 24-month period.

Requests for billing investigations and adjustments must be made within sixty (60) days from the date of issuance and credit is limited to sixty (60) days. No adjustments will be given for requests received after the sixty (60) day period. You will be notified by letter concerning determination of eligibility within 30-45 days of receipt of this request as it could require an additional month's reading of your service. You are responsible for your bill until a decision is made. If the decision is made in your favor, an adjustment will be made to your account based on criteria above and amount adjusted will be noted on determination letter.

**City Ordinance Sec. 20.02.084 Adjustment of account**

In the event that a residential customer is billed for excessive usage of which there is no way to account for the usage in a reasonable manner, the director of finance or his designee is authorized to adjust the consumption to the same consumption as the same month in the prior year, or, if that information is not available, the consumption shall be based on an average of the highest and lowest consumptions in the customer's history. No adjustment shall be made if there is not a minimum of three (3) months of billing history, and no more than one (1) such adjustment will be allowed in a twenty-four-month period. The amount to be written off will be at production cost. The residential customer is required to furnish a plumber's statement or affidavit confirming there was a leak and that the leak was repaired. If in the judgment of the city manager a water leak adjustment is warranted for a commercial account, he/she shall be authorized to make such adjustment. In such an instance, the requirements set out for residential water leak shall be followed. The write-off fee is as provided in [section A20.02.084](#) of the fee schedule in appendix A to this code. (Ordinance 12-072 adopted 11/27/12)

Customer Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

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

Account Number: \_\_\_\_\_

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

Exact Location of Leak: \_\_\_\_\_

Approx. Date Leak Began: \_\_\_\_\_

Date Leak Was Repaired: \_\_\_\_\_

Leak Repaired By: \_\_\_\_\_

I certify that the above information is true and correct to the best of my knowledge.

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Customer's Signature

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Date



**The following information must be attached to this request:**

1. If repaired by a plumber: A signed statement on the plumber's letterhead stating the date and type of repair made.
2. If repaired by an individual: A signed and notarized statement stating the date and type of repair made.
3. If repaired by customer: Please complete the statement on the following page, sign and have this statement notarized.

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**STATE OF TEXAS**

COUNTY OF \_\_\_\_\_

I, \_\_\_\_\_, am the owner or tenant of the residence listed on this previous document. I acknowledge that I personally made the repairs to the leak at said residence.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

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**Signature**

Sworn to and acknowledged before me on this the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

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**Notary Public, State of Texas**  
(Include Personalized Seal)