



Application for Lost or Wasted Water or Sewer Adjustment

Date:		Date of Bill Reflecting Leak:	
Service Address:			
Name:			
Social Security No:		Drivers License No:	St:
Mailing Address:			
Phone No:	() -	Alternate No:	() -
Email Address:			
Employer:		Phone No:	() -
Description of Water Leak / Waste			
Location:			
Detailed Description:			
Repaired by:			
<input type="checkbox"/> Professional (Company Name):		<input type="checkbox"/> Self	
Customer must show evidence the leak has been located and repaired. Evidence may be in the form of a bill marked paid from a licensed plumber (preferred) or receipt(s) for parts for a self-repair, accompanied by photos of the repair.			
Customer Signature: _____		Date: _____	
I Acknowledge this adjustment is only allowed once every eight years per address per Ordinance Section 13.04.042			
If Renting/Leasing Provide Property Owner Information			
Name:			
Mailing Address:			
Phone No:	() -	Alternate No:	() -
Owner Signature: _____		Date: _____	
An application submitted by a tenant must be co-signed by the landlord/property owner.			

FOR OFFICE USE ONLY			
Date Received:		Received by:	
Has this property received a credit before? NO YES		When?	
If yes, was the credit for water or sewer or both?			
Evidence of a leak included with this application: NO YES			
If yes, describe:			
	Pull INCODE Customer History Report to calculate adjustment; attach to form		
	Pull Appraisal District Information to confirm ownership; attach to form		
WATER ADJUSTMENT		SEWER ADJUSTMENT	
	Average 6 month water use prior to leak	6 month average sewer prior to leak	
	Billed amount requesting adjustment	Billed amount requesting adjustment	
	Suggested adjustment	Suggested adjustment	
<p>The Supervisor over the Utility Billing Department shall have the discretion and authority to make limited adjustments for customer water leaks. Water adjustments shall be limited to no more than fifty percent (50%) of the billed consumption and may not be more frequent than eight years. Staff shall have the authority to make adjustment for excessive sewer charges relative to a water leak; adjustment shall be the average charge for the preceding six (6) months.</p>			
AUTHORIZATION			
Approved or Rejected	Reviewed by:	Date:	
	Authorized by:	Date:	
	Rejected due to:	Date:	
	Utility Billing Coordinator Signature:	Date:	

Rev.10.2025