



# CITY OF DIBOLL

## Leak Adjustments Request Form

City use only:  
Attach Sensus read reports and  
calculation of adjustment  
Approved by: \_\_\_\_\_  
Date: \_\_\_\_\_

DATE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

ACCOUNT ADDRESS: \_\_\_\_\_

ACCOUNT NO.: \_\_\_\_\_

DESCRIPTION OF LEAK: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DATE OF LEAK REPAIR: \_\_\_\_\_

The City of Diboll slows customers to request a water loss appeal adjustment when a water leak occurred resulting from a pipe failure. Pipe failure does not include any landscape irrigation or component of said, valves, faucets, hoses and any mechanical equipment malfunction, such as water softeners, washing machines or other similar equipment. Leaks due to dripping faucets, sprinkler systems, or water features are specifically excluded from adjustment. These exclusions are meant to prevent customers from allowing leaks to continue without repair and then expect an adjustment. To be eligible for consideration of a water loss adjustment, the pipe failure causing excess consumption due to a water leak shall be repaired within 30 days of discovery/notification. If excessive water consumption is determined and proven to be the result of pipe failure, the requester is entitled to an allowance from the current tiered water volume charge. Customers are responsible for all water that passes through the meter even when excessive water consumption is determined and proven to be the result of a water leak.

### **BILLING ADJUSTMENTS**

Customers are responsible for all water that passes through the meter, even when the excessive water consumption is determined to be the result of a private water leak. However, customers may request adjustments for water leaks if the leak at least doubled their average monthly water usage. Any adjustments will be made to the customer account on their next billing statement after the adjustment is approved. Please allow four weeks to process the leak appeal. The full amount of the bill must be paid by the due date to avoid late fees and penalties.

Only one (1) adjustment will be allowed in a one (1) year period. If the leak in question affected two (2) different billing periods, an adjustment may be applied to both billings. Adjustments are to be applied to the first two (2) bills affected by the leak.

**ELIGIBILITY REQUIREMENTS:**

In order for customers to be eligible for a billing adjustment, all of the following requirements must be met.

1. Customer will complete a Leak Adjustments Request Form and provide a copy of a paid receipt/invoice for service repairs and/or parts.
2. The Leak Adjustment Request must be made within 30 days following receipt of the bill for which adjustment is requested.
3. If the City, through early detection efforts, has notified the user of a potential leak, the customer must take appropriate action to remedy the leak within fifteen days of the notice.
4. City personnel will review the customer's meter readings to
  - a. Verify the excess usage was caused by a leak and not by increased water usage and
  - b. Verify there is no indication the leak still exists.

**CALCULATION OF BILLING ADJUSTMENT:**

1. If the account has 12 months of prior billing history
  - a. The adjusted charge for water shall be equal to the water charge for the same billing period in the previous year.
  - b. The adjusted charge for sewer shall be equal to the sewer charge for the same billing period in the previous year.
2. If the account has less than 12 months of prior billing history
  - a. The adjusted charge for water shall be equal to the average of the three months of water charges prior to the billing period for which the leak adjustment request is made.
  - b. The adjusted charge for sewer shall be equal to the average of the three months of sewer charges prior to the billing period for which the leak adjustment request is made.

**PAYMENT PLANS**

The full amount of all utility bills is due by the tenth (10<sup>th</sup>) of each month in order to avoid late fees, penalties and disconnection. However, if the customer has met the eligibility requirements for a billing adjustment due to a water leak, the customer may apply for a payment plan. Payment plans are generally for a three month period and must be paid in addition to any current amounts due by the customer. Payment plan requests must be submitted in writing on the Payment Plan form.

*I am requesting an adjustment to my water bill for a water leak caused by a broken pipe at my service address. I acknowledge a paid receipt/invoice for repairs of service and/or parts is attached as required to review my request.*

<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <b>Customer Signature</b>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <b>Date</b>
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Requester shall submit this form, within 30 days of discovering a water leak, to the City with a copy of an invoice from an appropriate repair service, or receipt(s) for parts or supplies when self-repaired.