



CITY OF DIBOLL Water Leak Adjustment Policy & Request Form

City use only:
Attach Census 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: _____

PROOF OF LEAK REPAIR:

- Paid Service Invoice Attached
- Receipt for Replacement Parts Attached
- Photographic Evidence of Repair

Overview

The City of Diboll understands that unexpected water leaks can lead to unusually high bills. To help, customers may request a Water Leak Adjustment when a qualifying leak occurs.

Adjustments are considered only for leaks caused by:

- Broken or burst water pipes
- Ruptured service lines
- Malfunctioning or continuously running toilets (such as a failed flapper or fill valve)

Not Eligible

Leaks caused by irrigation systems, sprinkler heads, faucets, hoses, outdoor water features, or mechanical equipment (such as washing machines, water softeners, or similar devices) are not eligible for adjustment. These exclusions prevent avoidable losses caused by neglect or equipment malfunctions.

Eligibility Requirements

To be eligible for a billing adjustment, all of the following must be met:

1. The leak resulted in usage at least double your normal monthly average.
2. The leak was repaired within 30 days of discovery or City notification.
3. A Leak Adjustment Request Form is submitted within 30 days of receiving the bill to be adjusted.
4. Proof of repair is attached (paid invoice/receipt for service or parts/photographic evidence of repair).
5. City staff verifies the leak is repaired and no further leaks exist.

Adjustment Calculation

- If 12 months of billing history exist:
 - Water and sewer charges will be adjusted to match the same billing period from the previous year.
- If less than 12 months of history exist:
 - Charges will be adjusted to the average of the three billing periods immediately prior to the leak.

Billing & Payment Plans

- Customers are responsible for all water that passes through the meter, even during a leak.
- Adjustments reduce, but do not eliminate, high bill amounts.
- The full bill is due by the 10th of the month to avoid penalties.
- Approved adjustments will appear on the next billing statement (please allow up to 4 weeks).
- Only one adjustment per 12-month period is allowed. If the leak affects two billing cycles, adjustments may be applied to both.
- If needed, customers may request a payment plan (usually three months) in writing after adjustment eligibility is confirmed.

I am requesting an adjustment to my water bill for a water leak described above at my service address. I acknowledge a paid receipt/invoice for repairs of service and/or parts and/or photographic evidence of repair is attached as required to review my request.

| | |
|--------------------|-------|
| _____ | _____ |
| Customer Signature | Date |

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, or photographic evidence of repair.

400 Kenley Street 936-829-4757 Main* 936-829-1179 Fax * ubclerk@cityofdiboll.com Email*