

WATER LEAK ADJUSTMENT REQUEST FORM



Request Date: _____

Utility Account Number _____

Clerk Initials _____

Customer's Name as listed on Account: _____

Mailing Address: _____ Phone _____

Service Address (if different from mailing address) _____

Date of Bill containing water volumes associated with the leak _____

Leak Repair Date: _____

What was the source of the leak and it's location?

Describe what was done to fix or correct the water leak problem(s). Proof of repair is required and should be submitted with this form (i.e., plumber itemized invoice, repair parts itemized receipt, pictures or other documentation supporting any repairs)

The utility may, in its sole discretion, grant a credit to a customer's water bill for a leak in the customer's water system under the following conditions:

- The leak has been repaired. Proof of repair to the Utilities satisfaction will be required before a credit is granted. Proof of repair, i.e. receipts for any parts or services purchased, and any substantiating documents must be submitted with this form.
- The customer is not in violation of any Utility policies and is otherwise current in the customer's obligations to the Utility.
- Once a customer receives a credit, the customer may not be granted another credit for two years, nor more than twice in a lifetime of the account for underground leaks. No more than once in the life of the account for maintenance leaks.
- **In no case shall the amount of any credit exceed \$500.00 for an irrigation** system leak and \$1500.00 for any other type of leak.
- In all cases, the Utility Department retains the right to make field verifications before approving leak adjustments.
- **By signing this request, I certify that I understand the terms and conditions of the Uilties leak adjustment policy and acknowledge that I may not be eligible for an additional leak adjustment in the future.**

As the customer for the above listed service address, I hereby apply for a billing adjustment under Ogden City Utilities Leak Adjustment Program. I confirm that the above and any attached information is true and accurate.

Customer Name: _____ Please Print

Signature: _____, Date _____