REQUEST FOR LEAK ADJUSTMENT

☐ I am requesting adjustment to a previous bill dated _____

☐ I am requesting adjustment to my next bill dated _____

☐ I am requesting adjustment to whichever bill has higher usage during loss period.

Type of incident/event:

☐ Water line(s) ☐ Hot water heater ☐ Outdoor water faucet ☐ Faulty toilet ☐ Leak at meter

☐ Other: *Please describe* _____

_____

_____

_____

_____

Customer Notice

Leak adjustments are a customer service courtesy provided by SGWASA as follows:

- Only 1 leak adjustment (1 bill) is allowed in a 12 month billing period.
- Request must be received within 90 days of the billing date to be adjusted.
- An adjustment is not allowed for water hoses or faucets left on by a customer or other parties unless a Police Report is provided. Adjustments are not allowed for irrigation systems or new construction.
- It is the customer's responsibility to provide documentation to process this leak adjustment request. This includes the nature of the water loss, an invoice (receipt) showing the date a **timely repair** was made, and any other data requested by SGWASA to substantiate the adjustment request.
- The provided documentation must correspond to the high usage period.
- SGWASA does not send a revised bill but will contact you regarding the adjustment amount.
- Awaiting a leak adjustment does not prevent or delay the assessment of fees or disconnection of service.

It is the responsibility of the customer to ensure timely payment with or without the adjustment.
If an adjustment is denied or pending, the customer must pay the entire billed amount!

_____ _____ _____

Customer signature Date Contact telephone #

SGWASA Use Only

Acct # : _____ *Acct Name:* _____

***Recd by**: Initials:* _____ *Date:* _____ ***Processed by**: Initials:* _____ *Date:* _____

***Customer contacted by**: Initials:* _____ *Date:* _____ *Method(phone/mail/etc):* _____

Notes: _____