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(s) have higher usage during loss period.

Type of incident/event:

☐ Water line(s) ☐ Hot water heater ☐ Leak at meter ☐ Other

Please describe _____

_____

Customer Notice

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

- Only 1 leak event adjustment (max 2 consecutive bills) is allowed in a 12-month billing period.
- Request must be received within 90 days of the billing date to be adjusted.
- If the customer has been notified by SGWASA personnel that a leak exists, the customer has a fifteen (15) day grace period for repairs to occur to qualify for consideration for an adjustment.
- An adjustment is **not allowed** for the following:
  - Water hoses or faucets left on by a customer or other parties unless a Police Report is provided
  - Irrigation systems
  - Leaking or running toilets, or leaking faucets.
  - Leaks resulting in billed usage during leak event of 5000 gallons or less in comparison to the customer's average usage.
- 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.

_____ _____ _____

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: _____