



## Leak Adjustment Policy and Request Form

### Policy:

It is the intent of the City Council that any adjustment is totally within the discretionary authority of the City Manager and/or City Council. Nothing in this policy shall be deemed that any adjustment is mandatory. Problems under or inside a structure on private piping or fixtures including toilets, faucets, faulty water heaters, water softeners, open fixtures, sprinkler heads, etc., as well as yard sprinkler systems, are the responsibility of the customer and **DO NOT QUALIFY FOR AN ADJUSTMENT**.

Adjustments for leaks caused by the City of Hewitt Water System on the customer's side of the meter will be granted at 100% of the excess amount above normal water usage.

Adjustments may be made for underground leaks or broken pipes, caused by unusual conditions, **OTHER THAN YARD SPRINKLER SYSTEMS**. Any adjustment granted may be less than, but no more than 50% of the excess amount above the normal water usage. A request for an adjustment must be made within thirty (30) days of the billing date.

### Requirements:

- The city must be made aware of the leak.
- The date that the leak was observed and the date fixed. Proof that the leak was fixed in a timely manner.
- Receipt of plumbing repairs is required or if the customer made repairs, a visual verification by the city is necessary.
- The credit will be for water only.
- In no situation can the credit reduce the bill to less than the minimum charge for any single month or the average bill for the previous three months.

Normal usage will be determined by comparison with the previous month's consumption, the month after, or the consumption used during the same period of the previous year, taking into consideration any abnormal weather conditions. Proration may be used by obtaining a new reading and projection a monthly usage based on a thirty (30) day period. In the event a full year's history is not available, the normal usage is determined by the average monthly consumption usage. Only one adjustment per year (12 previous months) may be allowed on any account.

### Special Circumstances

On circumstances where the leak occurred affecting two (2) month's consumption, an extension may be granted to the consecutive month affected. The extension under these circumstances may be considered as one adjustment. A second adjustment may be considered at the discretion of the City Manager if a broken pipe reoccurs and is repaired by replacing all the yard piping.

Under no circumstances will the payment due be withheld or extended due to an investigation. Customers will be notified to pay when the bill is due. Large bills may be considered for payment over time. The payment will be determined considering the amount of the bill and the customer's payment history.

### Don't wait until services are disconnected!

- If the account has already been disconnected due to non-payment or a service order has been issued, full payment must be received before utility services can be reinstated.
- ***A payment plan will NOT be established after the disconnect process has begun.***



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Request:

*Address of leak:* \_\_\_\_\_ *Phone:* \_\_\_\_\_

*I, \_\_\_\_\_, am the Responsible Party for the account at the above service address.*

*(Give full legal name and/or business identity)*

*I am asking the City of Hewitt to reduce the water bills for this account, to the extent allowed by city ordinance because of a leak beginning on (date) \_\_\_\_\_ and repaired on (date) \_\_\_\_\_.*

**IN ORDER TO PROCESS YOUR APPLICATION QUICKLY & EFFICIENTLY, PLEASE READ THE FOLLOWING CAREFULLY AND GIVE A COMPLETE AND CLEAR DESCRIPTION OF THE REPAIRS.**

*Type of leak on customer's side of meter:*

*Description of repair:* \_\_\_\_\_

*Attach documentation of the repair date, address, type of repair, and cost. Acceptable documents include plumber's statement/bill or a receipt for parts. Businesses or Landlords with maintenance staff may submit a statement signed by the business management/owner of repairs made.*

*In all cases the City retains the right to make field verifications before approving leak adjustments. You will be notified, generally within 10 days, whether your request is approved or denied.*

*I am familiar with all of the facts stated in this document and they are true and correct. Making false statements on this government record is subject to criminal prosecution under Chapter 37 of the Texas Penal Code. I certify that this application and the attached documents contain no false statements.*

*Print Name:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Signature of account holder requesting a leak adjustment:* \_\_\_\_\_

Complete the form and return to Utility Customer Service, 103 N. Hewitt Dr., or emailed to [water@cityofhewitt.com](mailto:water@cityofhewitt.com).

Please call our Customer Service Center at 254-666-3151, if you have any questions.