



LEAK ADJUSTMENT REQUEST FORM

General Guidelines

- A leak adjustment is available once per year.
- All customers requesting a leak adjustment must provide a description of the leak and repairs performed. Supporting documentation, such as a plumber invoice, repair receipt, or proof of purchase of repair materials, must be submitted with the request.
- Accounts must be paid in full or payment arrangements made while the request is under review.
- Requests must be submitted within 10 calendar days of receiving the bill.

Customer Information

Name: _____

Account #: _____

Service address: _____

Telephone #: _____

Email: _____

Leak Information

Date Leak Detected: _____

Date Leak Repaired: _____

Description of Leak and Repairs Performed

(TURN OVER)

Please Sign and Date Below

Customer Signature: _____ Date: _____

Landlord/Owner Signature: _____

Ordinance No. 2019-589, Sec. 51.09 - Customer Leak Policy

When a customer has a leak on the customer's side of the meter, the city will work with the customer on a water leak adjustment and, if requested, a payment option in accordance with **Sec. 51.10**, provided, however, the customer shall have receipts from either a state licensed plumber or proof of purchase of the plumbing apparatus with signature by landlord, if applicable, or water leakage adjustment will be denied. A leak adjustment will be provided once a year using a six-month average of the customer's water usage, excluding the water usage caused by the leak. Leak adjustments include, but are not limited to, burst water pipes from inclement weather, and/or shifting soil from drought, hot water heaters, and the like. It is the customer's or the customer's landlord or property manager's responsibility to properly maintain their property and take steps to limit or reduce their water usage by repairing water leaks. In cases of burst water pipes, if there is no cutoff on the customer's side of the water meter, the customer should contact the city for assistance in shutting off the water at the meter to limit water damage and water loss at City Hall during business hours and at the Police Station after hours. Leak adjustments shall not be applicable to leaks caused by either a leaking toilet(s), faucet(s), shower heads, or any fixtures of the like.

Ordinance No. 2019-589, Sec. 51.10 - Payment Options

Customers are allowed a payment extension of up to ten days once every six months. The Finance Department is authorized to work with customers to develop deferred payment plans that allow a customer to keep water utility service and pay for the service over time. A deferred payment plan allows a customer to pay a pre-set amount every two weeks that will over time reduce the customer's account balance to the current billing amount. Customers needing a few extra days (one to five days) to make their past due payment may be allowed the additional time, at the discretion of the Finance Department. A customer's past compliance with such allowances will dictate whether a customer will be allowed the additional time. No customer shall be allowed more than one extension for payment within a six-month period, unless otherwise approved by the Director of Finance.

Return Completed Form by Email, Mail or In Person:

utilities@keenetx.com

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