



Water Leak Credit Request Form

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|----------------------------------|----------------|--|----------------|
| Name: | _____ | Today's Date: | _____ |
| Account Number: | _____ | | |
| Service Location Address: | _____ _____ | Mailing Address: (If different) | _____ _____ |
| Home Phone Number: | _____ | Alternate Phone Number: | _____ |
| Date Leak Detected: | _____ | Date Leak Repaired: | _____ |

1. **Attach a copy of the repair bill or parts purchased for repair.** (Requests cannot be processed without documentation. If no parts or services were required, provide detailed description of problem and how it was fixed.)

2. **Describe problem, including dates and specific details:**

Notes:

*See reverse side for copy of Fairview Municipal Code 13.05.100 regarding Leak Qualifications.

*If a leak has spanned two billing cycles, it may be necessary to wait for the next read to ensure the largest refund is awarded.

FAIRVIEW MUNICIPAL CODE 13.05.100

C.1. – Adjustment of Disputed Bills Due to Leakage

Water furnished by the City of Fairview shall not be permitted to run to waste. Leaks in private pipes shall be repaired as soon as detected. Repairs need to be made within 10 days after the leak is discovered along with proof of repairs having been made (receipts, etc.). The customer is responsible for all water costs through leakage, frozen pipes, and/or other causes beyond the 10-day period. Adjustment of the water bill will be handled administratively.

Qualifications for an Adjustment:

- The request for a water adjustment must be in writing (application form).
- The water usage during the leak period must be over twice the amount of the normal usage.
- Repairs from a leak must be made within 10 days of discovery or upon notice sent out notifying customer of increased usage above their normal use.
- Proof of repairs must be submitted (receipts, etc.).
- The maximum leak adjustment is one month.
- The credit is based on the amount of water usage during the leak compared to the normal amount of water usage when no leak is present.
- The maximum credit for a water leak is limited to 1x a year.
- Payment for water is due as shown on the customers billing. The credit to be applied is subject to time of application received and time permitting to adjust account.