



LEAK ADJUSTMENT REQUEST FORM

General Guidelines

- Adjustment is available no more than once annually.
- Customer must submit a copy of the repair/invoice payment receipt from the company, landlord or owner performing the work. If self-repaired the customer must provide a brief written explanation of the repairs performed and provide copies of invoice/receipt for repair parts.
- The customer's prior 6-month average will be used to calculate the water and wastewater charges for the high water bill month in question.
- The customer's bill will be adjusted by the leak adjustment amount.
- All customers requesting a billing adjustment in accordance with these guidelines are required to pay their bill in full or make payment arrangements while this form is being processed.
- Requests for adjustment must be received within 10 calendar days from the time the customer received their bill.
- Complete this form in its entirety and return to City Hall.

Customer Information

Name: _____ Account #: _____

Service address: _____

Telephone #: _____

Email: _____

Leak Information

Date Leak Detected: _____ Date Leak Repaired: _____

(TURN OVER)

Please provide brief explanation of repairs below:

Please Sign and Date Below

Customer Signature: _____ Date: _____

Landlord/Owner Signature: _____

§ 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 § [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.

(Ord. 2017-548, passed 4-6-2017; Ord. 2019-589, passed 4-11-2019)

Please send to Keene City Hall, 1000 N. Old Betsy Rd, Cleburne, Texas 76031.

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