



YOUR WATER COMPANY

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Best Water! Best Service!

Request for Leak Credit

Name: _____

Account Number: _____

Service Address: _____

Leak Location: _____

Leak Repaired Date: _____

Description of Leak and How Leak Was Fixed: _____

Copies of Receipts Must Be Attached

*****For Office Use Only*****

Service Order – Leak Check: No Yes Date:_____ Service Order #:_____

Service Order – Leak Repaired: No Yes Date:_____ Service Order #:_____

Leak Credit Issued: Yes No Amount: _____

Letter Sent Date: _____ Caselle Updated Date: _____

Employee Issuing Credit: _____

Adjustment of Bills Due to Leak on Customer's Side of Meter:

The Utility shall consider adjustments to bills for water leaks on the customer's side of the water meter under the following conditions:

1. Determination of Leaks: If a customer suspects that their water bill is excessive due to a water leak on the customer's side of the water meter, the customer shall at his own expense employ a plumbing contractor or other experienced repairman to find and repair the water leak.

2. Leak Repair and Receipt for Repair Service: It is the customer's responsibility to obtain a receipt from the plumbing contractor or repairman for the repair of water leaks on the customer's property. The customer shall submit a copy of the repair receipt to the Utility for review.

3. Adjustment of Current Water Bill: Upon delivery of the repair receipt from the customer, the Manager shall review the customer's bill history and may adjust the current water usage bill to equal the bill from the same billing period of the previous year. The water bill may only be adjusted for one billing period prior to the repair of the water leak.