

REQUEST FOR LEAK CREDIT

SERVICE ADDRESS: _____ **ACCOUNT NUMBER:** _____

Status of Customer: ☐ Owner ☐ Owner/Landlord ☐ Tenant ☐ Agent ☐ Other _____

CUSTOMER INFORMATION:

Customer Name: _____

Mailing Address (if different): _____

City: _____ State: _____ Zip Code: _____

Cell Phone: _____ Work Phone: _____ Other Phone: _____

E-Mail Address: _____

LEAK REPAIR DATE: _____

LEAK LOCATION: _____

DESCRIPTION OF LEAK AND HOW LEAK WAS FIXED: _____

LEAK ADJUSTMENT POLICY:

The Customer

- The leak did not result from a willful or negligent act on the part of the customer.
- The customer can demonstrate the leak was repaired within 30 days of discovery.
- The customer has not received a leak adjustment within the past 24 months.
- The customer completes and submits a "Request for Leak Credit" form, along with proof of the repair, within 30 days of making the repair.

The Utility

- Will only issue credit for actual water delivered.
- Will not issue credit in excess of \$500; \$500 is the maximum credit that may be issued.
- Will only issue a credit on the Customer's account, no cash credit may be issued.
- Will not issue credit for leaks related to water features (fountains, ponds, etc.), swimming pools, hot tubs, and water supplied equipment or systems.
- Will not issue credit for more than one billing period.
- Assumes no responsibility for damage, repairs or inspections necessitated by leaks.

By signing this form, you have read and understand the Policy from our Rules and Regulations.

Customer's Signature: _____ **Date:** _____

*** COPIES OF RECEIPTS MUST BE ATTACHED ***

FOR GWC OFFICE USE ONLY:

Service Order Created: ☐ YES ☐ NO

DATE: _____ Service Order #: _____

Check Sensus Analytics Confirm Repair

DATE: _____ Leak Repaired : ☐ YES ☐ NO

Service Order Created: LEAK REPAIR CHECK

DATE: _____ Service Order #: _____

Customer Notes: Leak Notices (sent dates & gal per hour): _____

Leak Credit Issued: ☐ YES ☐ NO

AMOUNT: _____ Letter Sent Date: _____

Caselle Updated: _____

Employee Issuing Credit: _____