



Leak Adjustment Form

Office (785) 832-7878 Fax (785) 832-3231

Water adjustments may be given for high usage water bills when the leak is found to be between the City water meter and the structure, excluding irrigation systems. Refunds will be calculated after the following occurs:

- Usage returns to normal
- Customer provides proof of repair (service order, invoice from plumber, etc.)
- Customer submits a signed Leak Adjustment Request Form

Once the leak is repaired and usage returns to normal, water charges will be adjusted as follows: 50% rebate for excess consumption above normal usage for a maximum of two (2) months. A payment plan can be arranged on the balance due, if greater than \$50.00, for up to three (3) months.

WATER adjustments are only available for underground/hidden leaks. No WATER adjustment will be given for leaks occurring *inside* the structure (toilet leak, washing machine, frozen pipes, etc.), for leaks related to irrigation systems, or for excess usage related to negligence.

SEWER adjustments are available for an *inside* leak if no Winter Quarter Average (WQA) was in place, or if WQA data was collected during the time of the leak.

To be eligible for an adjustment, all claims must be submitted within 90 days of leak event. Only one leak event per year will be considered for adjustment.

By signing below, I acknowledge that I have read the information above and agree to the following:

- I will make regular payments equal to my normal bill amount by the due date each month.
- I am responsible for the remaining charges after the above adjustment(s) have been made.

Name on Account (please print clearly) _____

Service Address _____

Email Address _____

Customer-Account Number _____ Phone Number _____

Customer Signature _____ Date _____

For Office Use Only			
Date of Repair Receipt _____	Scheduled Review Date: _____	CSR _____	
Completion Date: _____	Customer Notified: Phone _____	Mail _____	Email _____ In Person _____