



# Water Adjustments

Water Customer's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Account Number: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Date the leak was detected? \_\_\_\_\_

How long was the water leaking? \_\_\_\_\_

Who repaired the leak? \_\_\_\_\_

Date the leak was repaired? \_\_\_\_\_

Please give a brief explanation of the leak and the way in which it was repaired.

\_\_\_\_\_  
\_\_\_\_\_

Please attach a copy of the plumber's invoice or a copy of the receipts for material purchased for the repairs.

Please read carefully the following information:

- The City may adjust charges for water use over the customer's previous six months' average billings for water, excluding the month of excessive consumption for which the adjustment is requested, down to our lowest water rate per 1000 gallons. This adjustment will help with the excess cost, not eliminate it. This means the adjustment could potentially leave a balance higher than a customer's average bill.
- For sewer service, the City does not adjust the customer's account unless the water loss occurred during the month of December thru February.
- Leak adjustments are allowed once per year.
- The City is not required to offer water adjustments but does so to encourage customers to make prompt and permanent repairs for the conservation of our water resources.
- Account balances are always due on the 15<sup>th</sup>. Submitting this form does not prevent fees or disconnection for nonpayment.
- If you have questions regarding your leak adjustment, please call the office at 972.771.4601 x 109, 972.771.4601 x 129, or email [utilities@cityofate.com](mailto:utilities@cityofate.com).

By signing below, you acknowledge to have understood the information contained in this application and agree to the terms set forth.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Printed Name of Applicant

\_\_\_\_\_  
Date