



GARLAND

Leak Adjustment Request

Account holders can apply for a utility bill adjustment due to a private water leak. The leak must be fully repaired and you must be billed through the service period in question before filing for the utility bill credit. Save all repair receipts and submit these as proof of repair along with this completed form. The City will wait one billing period to ensure a leak-free meter reading, then will apply the credit to your account. You will see the credit on your bill after it is applied.

Please provide the following information to begin the process.

Name (as listed on account)* _____

Account Number _____

Service Address* _____

Service Type* **Residential** **Commercial** **Multi-Family** **Irrigation**

Contact Phone Number* _____

Email Address* _____

Date of Leak* _____

Type of Leak* _____

If Other, Please Explain _____

Date of Leak Repair* _____

Repairs Performed By* **Contractor** **Self**

Leak Repair Documentation*

Please submit receipt of repair from a contractor or receipt(s) from parts purchased if self-repaired. Other documentation could include before and after photos if other proof of repair is not available. Documentation of a leak repair must be submitted to be considered for an adjustment. *If using anything other than Adobe Pro to complete this form you will need to attach the documentation after you sign and select the "submit" button below.*

Certification

By submitting this request, I certify this request for a leak adjustment is true and accurate. I also understand the adjustment may be denied if it is determined that I have been granted a leak adjustment within the previous twelve (12) month period. I further understand should a leak adjustment be approved, the adjustment will appear on the account in the form of an applied credit to my City of Garland utility account.

Signature* _____

**Indicates a required field*

To be completed by City of Garland staff only.

Is account eligible for an adjustment? Yes No If no, why? _____

Was the sewer average impacted? Yes No If yes, did you correct average used? _____

Reviewed for eligibility by: _____ Date: _____ Account Noted: _____