



Guidelines to Request a Leak Adjustment revised 10-1-09

- ◆ The water consumption in question (caused by the leak) must have already billed out on your account.
- ◆ The water consumption in question (caused by the leak) must be 2 times higher than that meter's normal consumption, as compared to your same billing period in previous years.

Note: It will take longer to process a leak adjustment request if there is no established consumption history available for that meter. The following may also be used to process a request: 1) the average water consumption of the previous 12 months, or 2) a comparison of the usage in the same month last year.

- ◆ Once your leak has been repaired, your leak adjustment request can be processed after the first full billing period, as long as the water consumption for that meter returns to normal.
- ◆ If your leak is not completely repaired, an adjustment will not be offered. [For Example: simply turning the valve on a toilet or sprinkler system to the off position is not accepted as a repair.]
- ◆ A maximum number of 2 months are allowed an adjustment in a 24-month period.
- ◆ Documentation of repair must be attached to your leak adjustment request form, and both must be submitted within 3 months after the date of the repair.
Acceptable forms of repair documentation are:
 - A copy of a bill of service from a plumber or other service professional
 - A copy of a receipt indicating that specific parts were purchased to make repairs
 - An original written & signed statement (not a copy) submitted by the customer fully stating the date and nature of the repair, and who performed the repair (such as the property owner, manager, maintenance staff, or landlord.)
- ◆ No leak adjustments are considered if the consumption in question was a result of an act of vandalism, criminal mischief or theft.
- ◆ There will be no leak adjustments considered for swimming pools for any reason. However, an adjustment to the Average Winter Consumption (maximum sewer rate) may be considered, even if the consumption in question is not 2 times higher than normal. See our website at www.arlingtontx.gov/water for more information about the residential Average Winter Consumption program.
- ◆ There will be no leak adjustments considered for Apartment accounts (non-sprinkler) unless each apartment/unit is separately metered. Apartment sprinkler meters are considered for leak adjustments.
- ◆ Commercial accounts are considered for adjustment to both water and sewer, the same as Residential accounts.

Eligibility for a leak adjustment credit is considered on a case-by-case basis. Leak adjustment credits granted by City of Arlington Water Utilities are not required nor guaranteed to be granted for every request submitted, but are offered as a courtesy to encourage water conservation.

**ANY LEAK ADJUSTMENT MADE WILL DISPLAY AS A CREDIT
ON YOUR BILLING STATEMENT**