



## RESIDENTIAL CUSTOMER WATER LEAK ADJUSTMENT POLICY

The water service connection, including the meter, meter box and all distribution lines, will be repaired and maintained by the City at its own expense. The City, however, shall not be responsible for the installation and maintenance of water lines beyond the end of its service connection.

On rare occasions, a leak may occur as a result of a crack, breach, or flaw in the property owner's system and in certain conditions, the City will grant a limited leak credit.

Important information to consider:

- The water leak must **NOT** have occurred as a result of a willful or negligent act on the part of the customer.
- Customers must make a written request for a leak adjustment using the attached form and explain the cause of the leak, where the leak occurred, and all other relevant factors.
- Proof that the leak was fixed is required. Normally, this will be copies of receipts from either the repair person or company, or supply receipts. The customer must be able to demonstrate that the repair was made within a reasonable time.
- To determine possible adjustment amount, consumption may be determined by an average consumption of the previous twelve (12) months; the highest month in the past 24 months taking into consideration weather, season, and cyclical patterns; or any another method determined at the discretion of the Finance Director. If the account is new and does not have a full year of history it will be averaged on the months you have resided there.
- The decision to grant a leak adjustment shall rest solely with the Finance Director and the decision is final.
- A leak adjustment may take up to two billing cycles to reflect on your account, depending on when the leak is reported to the City.
- The City will grant no more than **ONE** leak adjustment per calendar year.
- The account must be in good standing prior to the request for leak adjustment.

The process:

- Once your leak is repaired and you believe you qualify for a leak adjustment, complete the attached form and submit immediately to the Utility Department at City Hall.
- Staff will review your request and if it is eligible for continued consideration, staff will go to your property and read your meter. The results will be used to determine usage resulting from the leak.
- Staff will calculate the adjustment, and if still eligible, will submit all required documentation to the Finance Director for review.
- Once approved or denied, a copy of the Residential Leak Adjustment Request form will be mailed to you.
- Please submit the balance due immediately to prevent the assessment of penalties.

If your situation qualifies for a leak adjustment, complete the attached Residential Leak Adjustment Request form and return to City Hall at 111 E. Commercial St.



# RESIDENTIAL LEAK ADJUSTMENT REQUEST

111 E. Commercial St., Willits, CA 95490  
Phone: 707-459-4601 Fax: 707-459-1562  
[www.thecityofwillits.com](http://www.thecityofwillits.com)

**REMEMBER:**  
 Complete the entire form  
 Attach Copies of Receipts  
 Mail or deliver to City Hall

**CUSTOMER INFORMATION: Enter all information below.**

Name on Account \_\_\_\_\_ Account Number \_\_\_\_\_  
Service Address \_\_\_\_\_  
Contact Person \_\_\_\_\_ Alternative Phone \_\_\_\_\_  
Mailing Address (if different than above) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**LEAK REPAIR INFORMATION: Enter all details below.**

Date Leak Discovered \_\_\_\_\_ Date Leak Repaired \_\_\_\_\_  
Description of the Leak Repair \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RECEIPTS:**

Copies of receipts for any materials or services related to the repair must be attached and are required for this request to be considered. Briefly describe the receipts attached. \_\_\_\_\_  
\_\_\_\_\_

**SIGNATURE:**

*I understand that by completing this form it does not guarantee an adjustment will be made to my water bill. All adjustments are issued based on average usage for the previous 12 month and are credited at a reduced rate for water loss only. Once the form is submitted, I will receive a determination by mail. It is my responsibility to make payment to the utility department of my balance due, bringing my account current or penalties may be assessed if payment is not delivered timely.*

*I have read, understand and agree with the leak adjustment guidelines.*

Signature of Account Holder \_\_\_\_\_  
Print Name \_\_\_\_\_ Date \_\_\_\_\_

**CITY OF WILLITS UTILITY DEPARTMENT USE ONLY**

Approved By \_\_\_\_\_ Date \_\_\_\_\_ Adjustment Amount \_\_\_\_\_ Adjustment Made By \_\_\_\_\_ Date \_\_\_\_\_  
 Denied By \_\_\_\_\_ Date \_\_\_\_\_ Reason for Denial \_\_\_\_\_  
Customer Notified Date \_\_\_\_\_ Balance Due \_\_\_\_\_