

REQUEST FOR WATER LEAK ADJUSTMENT

City of Montevallo Water Works & Sewer Board
613 Valley Street
Montevallo, AL 35115
Phone: 205-665-9045
Fax: 205-665-9505

CUSTOMER INFORMATION

NAME ON ACCOUNT: _____

ACCOUNT NUMBER: _____

CONTACT PHONE NUMBER: _____

SERVICE ADDRESS: _____

LEAK REPAIR INFORMATION

DATE LEAK DISCOVERED: _____ DATE LEAK REPAIRED: _____

PROFESSIONALLY REPAIRED (COPY OF REPAIR BILL): _____

SELF REPAIRED: _____

DESCRIPTION OF LEAK AND REPAIR: _____

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your water bill. All adjustments are issued based on your average usage for previous account history. Once the review is complete, you will receive a notification of the results from the office, if an adjustment is made.

Please return the completed request form along with a copy of the repair bill, if applicable, to the Montevallo Water Works & Sewer Board.

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

SIGNATURE: _____ DATE: _____

FOR OFFICE USE ONLY:

DATE RECEIVED: _____

REPAIR BILL: ____YES ____NO

WATER BILL ORIGINAL AMOUNT: \$ _____ **MONTH OF LEAK:** _____

LEAK CREDIT AMOUNT: _____

APPROVED DATE: _____

DENIAL DATE: _____

APPROVAL SIGNATURE: _____

City of Montevallo Water Works & Sewer Board

Leak Adjustment Guidelines

The City of Montevallo Water Works & Sewer Board offers courtesy assistance in the event a customer experiences a substantial increase in water use due to a leak.

General Guidelines

To ensure that your application gets processed in a timely manner, please carefully review the following Leak Adjustment Guidelines:

- The customer must submit a completed Leak Adjustment form provided by the City of Montevallo Water & Sewer Board. Leaks must be repaired prior to review of the account.
- No more than one leak adjustment credit per a twelve month period will be provided.
- Your utility account must be paid in full and kept current until the leak adjustment is reviewed and a decision has been made.
- Receipts of repair must be submitted, if applicable.
- Examples of non-eligible request would include:
 - o Outside faucets.
 - o Leaking hose pipes.
 - o Toilet leaks, valves, flappers, etc. .
 - o Irrigation system leaks due to damaged sprinkler heads, faulty valves, etc.
 - o Hot water heater

Calculating Leak Adjustments

- When a request has been approved for an adjustment, your average "normal" monthly use is calculated based on your prior use history for the past six months.
- A credit is then given for those units used above this average "normal" use and taken off the sewer billing. If no sewer bill, no adjustment will be made. All customers must pay for water used or leaked.