



REQUEST FOR WATER LEAK ADJUSTMENT

Guidelines are set by Ordinance 2024-01 adopted 1/10/24:

- The Town will not provide a water adjustment unless an accidental leak causes an increase of at least \$250 over the customer's average monthly bill
- The customer must have six (6) months of consumption history – excluding months during which a leak occurred – to be considered for adjustment calculation
- The customer must provide evidence that the leak was repaired prior to an adjustment being made
- An adjustment may be made only for a period that does not exceed two (2) consecutive months
- Only one leak adjustment per 18-month period shall be allowed
- Adjustment request is by written application with utility billing within thirty (30) days of the repair

Request form (attached):

(1) **A. COMPLETE** Request for Water Leak Adjustment form:

IF: Repaired by contractor (or)

- Complete page 1 of Request for Water Leak Adjustment form with description of leak.
Please include all receipts and documentation showing leak repair date

B. COMPLETE Request for Water Leak Adjustment form with description of leak (page1) and Affidavit (page 2):

IF: Repaired yourself with parts you purchased and have a receipt(s)

(or)

IF: Repaired yourself with parts on hand and do not have receipt

(2) **RETURN** Request for Water Leak Adjustment form:

- In person to Utility Billing department at Fairview Town Hall
OR
- Mail to: Utility Billing Dept
Town of Fairview
372 Town Place
Fairview TX 75069-1826

(3) **ADJUSTMENT**

- ****** Payment is required (excluding leak month(s)) while your account is in review
- Review may take up to 2 billing cycles after submission of *Request for Leak Adjustment*

(4) **QUESTIONS** Contact *Utility Billing*

- Phone direct: 972-886-4242
- Email: utilitybilling@fairviewtexas.org

REQUEST FOR WATER LEAK ADJUSTMENT

For UB use only - Date received by Town of Fairview: _____

Date: _____

Name: _____

Address: _____

Please contact me by:

Phone: _____

Email: _____

Description of leak and repairs made:

Please attach all receipts and documentation showing leak has been repaired.

Date of repair: _____

of months requesting adjustment (check 1 box):

1 month

2 months

Signature: _____

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Must complete this page if you repaired leak using purchased parts or with parts on hand

Affidavit

A written statement of facts voluntarily made by an affiant under an oath or affirmation administered by a person authorized to do so by law.

State of Texas

County of _____

PERSONALLY came and appeared before me, the undersigned Notary, the within named _____, who is a resident of _____ County, State of _____, and makes this his/her statement and General Affidavit upon oath and affirmation on belief and personal knowledge that the following matters, facts and things set forth are true and correct to the best of his/her knowledge:

The water leak I am requesting an adjustment for was repaired by myself on _____ (date) using parts on hand and/or purchased parts.

DATED this the _____ day of _____, 20____.

Signature of Affiant

Notary Public Acknowledgement

State of Texas

County of _____

This instrument was acknowledged before me, this the _____ day of _____, 20____.

Notary Public Signature

My commission expires: _____