

LEAK ADJUSTMENT REQUEST FORM

The City of Mesquite permits a courtesy adjustment for customers that have experienced a loss of water caused by a fracture or break in the water service line or a fault in a water fixture that has been repaired. Though the City of Mesquite is not responsible for leaks that occur on the customer's property, we are able to review the water usage to determine if above average usage occurred based on the account usage history. If the account usage history is less than 6 months, the average will be based on water usage after the repair has been made. If above average usage has been identified, an adjustment will be made of 50% of the above average water usage for one (1) billing.

Account Name: _____ Contact Number: _____

Service Address: _____

Number of occupants in the home: _____ Dates of Leak: _____

Date Leak Was Repaired: _____ Was repair made by plumber? _____ (If yes, attach plumber's receipt)

If a plumber was not used, please provide a description of the leak. _____

Upon completion of our review, the outcome of your request will be sent by mail. Submittal of a leak adjustment request does not exempt you from payment. Please continue to pay your water bill by the due date. If you are unable to pay your account in full, it is your responsibility to contact our office, prior to your due date, so that you may discuss a special payment arrangement with our customer service staff.

By signing, I hereby do affirm that the above statements are true and correct.

Signature of Account Holder: _____ Date: _____

To be completed by City of Mesquite:

Average usage determined: _____ Water Adjustment: \$ _____ Sewer Adjustment: \$ _____

Total Adjustment: \$ _____ Approved by: _____ Date: _____