



Leak Credit Request Procedure

- Leak credits are granted one time per account. If your account has received a leak credit in the past, your request will automatically be denied.
- *A leak is defined as an unintentional water loss caused by a broken or malfunctioning plumbing fixture or pipe.*
- **ONE TIME ONLY** leak credit requests will be reviewed on a case-by-case basis.
- The customer **must** send in a written request for a **ONE TIME ONLY** leak credit. The request must include the name on the account, the location address of the leak, a telephone number, details regarding the leak, the duration of the leak, and steps taken to repair the leak along with any other pertinent facts. If the leak is not repaired, the request will automatically be denied until proof is provided.
- To support the customer's request, they must provide all documentation of the leak including but not limited to a copy of the water bill, plumber/contractor receipts, part/parts receipts, photos, insurance claim documents, etc. Absent this documentation, the leak credit request will be denied.
- Once all the above information is submitted, pending further review by the department supervisor, a determination will be made if a "One Time Leak Credit" will be issued. Please allow 16-18 weeks processing time. If necessary, make payment arrangements with the organization that bills you for sewage treatment to avoid water shut-off.