



City of Tyler Water Utilities  
Request for Leakage Credit  
903-531-1230

Cycle: \_\_\_\_\_

**Code of Ordinances**

**Sec. 19-33 Responsibility for leakage.**

All property owners, their agents and tenants, shall be held responsible as consumers for loss of water due to leakage in pipe or plumbing inside the discharge side of the meter or on said property, and if lost water is not paid for according to rates provided herein, when it becomes due, the water service shall be cut off and not turned on until all claims are paid. Service will not be restored until all leaks have been repaired to the satisfaction of the Director. If the Director or Business Office Manager determines that water loss has occurred due to a **concealed or hidden leak and without the knowledge** of the customer, the Director or Business Office Manager may make an adjustment to no more than three (3) monthly water bills affected by the leak. The customer will pay no less than the normal water use plus one-half ( $\frac{1}{2}$ ) of the calculated loss due to hidden leak. (Ord. No. O-96-54, 6-26-96) (Ord. No. 0-99-80, 10/20/99) (Ord. 0-2004-93, 11/24/04) (Ord. No. 2009-7, 2/11/09)

**Please fill out this request form for consideration for leakage credit.**

Customer Name: \_\_\_\_\_

Account number: \_\_\_\_\_ - \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Service Address: \_\_\_\_\_

When did you become aware of the issue? \_\_\_\_\_ Date leak was repaired: \_\_\_\_\_

Explanation of leak:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Please attach a **legible** copy of the repair bill or invoice to this form for review.
- If this was repaired by an individual please provide a **legible** copy of receipts for parts purchased to make the repair.

All information provided will be reviewed. All leaks **must be** repaired prior to receiving a qualified adjustment. It is necessary to wait until the consumption returns to normal before any adjustments, if approved, are applied to the account. In most cases this does not occur until the next billing cycle after the repair is completed.

**PLEASE NOTE:**

Leakage credits are not guaranteed. A review will be done to see if the leak meets the Code of Ordinances as stated above. A leakage credit will not be considered without specific details of the leak and the repair that was done.

Each customer has a responsibility to monitor their usage and inform this department of any discrepancies that are out of the norm such as usage that is too low or too high.

Office Use Only:

Date Request Submitted: \_\_\_\_\_ Received by: \_\_\_\_\_