



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

Cycle: _____

City of Tyler, Code of Ordinances, Section 19-33: Responsibility for Leakage

Consumer responsibility for leakage. Tyler Water Utilities is not responsible for locating or repairing leaks on the customer's side of the meter. All property owners, their agents and tenants, shall be held responsible as consumers for loss of water due to visible leakage in pipes, faulty or defective equipment such as toilets, faucets, sprinkler systems, and outdoor spigots, any unauthorized water use (i.e. theft, mischief, vandalism), or plumbing inside the discharge side of the meter on said property. In this instance, lost water will be billed according to the rates provided herein. If lost water is not paid for by the due date, Tyler Water Utilities reserves the right to suspend water service according to Sec. 19-63. Service will not be reconnected until all past due balances and any applicable fees are paid in full, and all leaks have been repaired to the satisfaction of the Director. If customers notice an abnormal water usage amount or a large billing discrepancy, the customer has a responsibility to inform Tyler Water Utilities. (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) (Ord. No O-2024-63, 6/12/2024)

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 be as thorough as possible):

- Please attach **legible** copies of repair bills or invoices to this form for review.
- If this leak 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 ordinary such as usage that is too low or too high.

Office Use Only:

Date Request Submitted: _____ Received by: _____