

**REQUEST FOR ADJUSTMENT
DUE TO A LEAK**



The City of Banks has a policy of issuing partial credits for leaks that are repaired in a timely manner. Credits are based on your average usage for the same time period in previous years. This average is deducted from the total consumption used during the billing period in which the leak occurred. The excess usage is charged as follows, based on how quickly the leak is repaired.

If repair is made within 1-10 days of the date billed – 50% of the excess usage will be credited back to customer's account.
 If repair is made within 11-20 days of the date billed – 35% of the excess usage will be credited back to customer's account
 If repair is made within 21-31 days of the date billed – 15% of the excess usage will be credited back to customer's account

Please describe the specific circumstances of your request:

Date leak found: _____ **Date leak repaired:** _____

Account Number: _____ **Service Location:** _____

Customer Name: _____

Mailing Address: _____

DOCUMENTATION
YOU MUST SUBMIT COPIES OF PLUMBER'S BILLS AND/OR RECEIPTS FOR PARTS REQUIRED TO FIX THE LEAK.

For Office Use Only

Previous Years Usage: _____ (number of periods used) = _____ (Avg)

CF Billed _____ - Avg _____ = _____ (excess usage) Excess Usage _____ x Rate Charged _____ = \$ _____

\$ _____ x _____ % = \$ _____ (Amount to be credited back to customer's account)

The City of Banks is an Equal Opportunity Employer and Provider

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