



## UTILITY LEAK ADJUSTMENT FORM

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

Account #: \_\_\_\_\_ Contact: \_\_\_\_\_

Date of Leak: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Details: \_\_\_\_\_

Please return form by email to [UtilityBilling@LibertyHillTX.gov](mailto:UtilityBilling@LibertyHillTX.gov), through mail to P.O. Box 1920, Liberty Hill, Texas 78642, at our drop box or in person at 926 Loop 332, Liberty Hill, Texas 78642 during business hours of 8:00 AM to 5:00 PM Monday through Friday.

To be eligible for a water leak adjustment, the customer must provide the following within sixty (60) days of repairing the leak:

1. A copy of the repair receipt or paid-in-full invoice; and
2. Water account number; and
3. The property address where the repair took place; and
4. Range of high bill dates caused by the leak; and
5. The date and description of the repair.

For leaks that have existed longer than sixty (60) days, adjustments will only be made for the sixty (60) days immediately prior to the repair.

If eligible, up to two (2) consecutive billing periods affected by the leak may receive an adjustment equal to a percentage of the difference above the average water use.

The adjustment will be applied as a credit to the customer's account. Upon receiving the adjustment, the account is ineligible for another water leak repair bill adjustment for the next twelve (12) months.

An account may not qualify for a water leak repair bill adjustment if during the high-water volume period the customer:

1. Failed to provide documentation that a leak was repaired
2. Filled a swimming pool
3. Established new landscape (new sod, new trees, shrubs, etc.); or
4. Received a water leak repair bill adjustment in the previous twelve (12) months.

For Office Use Only:

Water Account No.:	Meter No.:
Date of Review:	Leak Adjustment Approved: \$
Approval Signature:	Approval Signature: