



LEAK ADJUSTMENT REQUEST FORM

If filling form out by hand please print clearly.

Leak Adjustment Policy

A hidden water leak, beyond the customer's control, may qualify for a leak adjustment.

To be eligible for a water leak adjustment, the customer must provide a copy of the repair receipt or paid in full invoice along with this completed form.

For leaks that have existed longer than 60 days, adjustments will only be made for the 60 days immediately prior to the repair. If eligible, up to two consecutive billing periods affected by the leak may receive an adjustment equal to 50 percent of the difference above the average water use. (This is determined by using the six-months usage prior to the leak or prior years' relevant use for seasonality.)

The adjustment is 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 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 12 months.

Account Information

Customer Account Number: _____

Customers Name: _____
Name as listed on the account.

Service Address: _____
Where the repair took place.

E-Mail: _____

Phone Number: _____

Range of high bill dates caused by the leak: _____

The date and description of the repair: _____

Send this completed form within 60 days of the leak repair in question with a copy of the repair receipt or paid in full invoice via one of the the following methods:

**E-mail: utilities@robinsontexas.org
Fax: (254) 662-1035 Attn: Utilities**

**Mail: Robinson Utilities Department
Attn: Utilities
111 W. Lyndale
Robinson, TX 76706**