



2730 Country Club Road
Suite E1
Lucas, TX 75002
972-442-6875
district@slud.us

Leak Adjustment Request Form

Policy reads as follows:

Water Leak Relief Policy

- 1 The intent of this District policy is to provide some financial relief to customers who receive a high water bill resulting from a water leak at their property.
- 2 A water leak or water leakage is defined as any water lost on the customer's side of the District water meter resulting from a condition where repair and/or replacement of infrastructure (service line, interior plumbing, fixtures, etc.) is required to terminate the water leak.
- 3 Any District customer in good standing may apply and be considered by the District to receive an adjustment to their current water bill according to this policy.
- 4 To be eligible for a water leak adjustment, the customer is first required to promptly resolve the water leakage at the customer's own expense (The District is not fiscally responsible for repairs or replacements needed on the customer side of the District water meter). The customer must provide documented proof of the repair or replacement such as a dated receipt(s), paid invoice(s), and photographs if available.
- 5 Once the repairs are complete, the customer is responsible for requesting a water leak adjustment from the District in writing either at the District office or through the District's web site at <http://www.slud.us> within two billing cycles of the when repairs have been made to terminate the water leakage.
- 6 The customer's leak adjustment request must include a statement of where the leakage occurred and what steps were taken (what work was done) to terminate the water leakage.
- 7 Leakage or a high water bill resulting from conditions that did not involve repairs or replacements are not eligible for a water leak adjustment by the District, including but not limited to the following:
 - a. Usage above the customer's 12-month average consumption is due to seasonal usage such as watering of sod, gardening, filling, or re-filling swimming pools or hot tubs, washing vehicles, etc.
 - b. Water loss due to theft, vandalism, or construction damage. Resolution of these instances is the responsibility of the customer or property owner.
 - c. The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a District employee, and that action results in loss of water.
 - d. Toilet leaks other than for single residential properties. (Only single-family residential properties are eligible for toilet leak consideration).
 - e. Customer has a history of high or erratic usage in the similar period of previous years.
- 8 No more than one water leak adjustment shall be granted to a customer during a rolling 36-month period. The customer should consider the size of the leak and possible adjustment amount before submitting an adjustment request.
- 9 Upon receiving a water leak adjustment request, the District will calculate a water leak adjustment using the current North Texas Municipal Water District (NTMWD) current customer rate being charged to the District, plus **3.25%** to cover the cost to the District. The water leak adjustment credit excludes the fixed base rate portion of the bill and normal historical water use during the billing period. The customer's cost for infrastructure repairs (materials and labor) or damage done to other property because of the customer's water leak is not eligible for reimbursement by the District.
- 10 While a leak adjustment is under consideration, the customer shall pay the fixed base rate portion of the bill and normal historical water use during the billing period. The remaining leak charges will be suspended until a determination is made on the pending leak adjustment request. After an adjustment is made, if any, the customer shall be required to pay the remaining account balance or enter into a payment arrangement.
- 11 Water leak adjustments shall be made at the discretion of the District. The District will apply the water leak adjustment to the customer as a credit on the next regular monthly water bill.

Homeowner's Signature

Date

Signature and date required



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Customer Name: _____

Account Number: _____

Service Address: _____

Contact Number: _____

Email Address: _____

Describe the circumstances regarding the water loss: _____

Repair Date: _____

Description of Repairs: _____

Please attach a copy of the plumber's invoice, copies of receipts for material purchased for the repairs, and photos.

Submit both pages of the completed Leak Adjustment Request Form with the supporting documentation to:

By mail: Seis Lagos Utility District
2730 Country Club Road
Suite E1
Lucas, Texas 75002

Via Email: Send the required information to: district@slud.us

Homeowner's Signature

Date