



Water Leak Adjustment Request Form

Questions?
(916) 617-4589
utility@cityofwestsacramento.org

Customer Name: _____ Account Number: _____
Service Address: _____ Phone Number: _____
Email address: _____

Date leak occurred: _____ Date of repair: _____

Details of the leak/repairs (**Attach Repair Receipts**):

Source of the leak:
Total repair cost:
How was the leak discovered:

By signing this request, I certify that I understand the terms and conditions of the City of West Sacramento Water Leak Adjustment Policy IV-G-9 and acknowledge that I will not be eligible for any additional leak adjustment for a minimum of 60 months.

Signature: _____ Date: _____

OFFICE USE ONLY:		
Prior leak adjustment on file:	Yes No	Date:
Billing period in which leak occurred:	N/A	Date:
Documentation of repair attached:	Yes No	
Leak verified by a City employee:	Yes No	
Average water usage calculated for adjustment:		
Total water usage adjusted:		
Total dollar amount adjusted:		
Type of Service:	Single Family Multi-Family	
Additional notes:		
Leak adjustment request is hereby:	Approved	Rejected
Reason for rejection:		
Signature:	Print Name:	Date:

Please submit completed requests to:
1110 West Capitol Avenue
Attention: Utility Billing
West Sacramento, CA 95691

To qualify for a leak adjustment, all of the following criteria must be met:

1. Excess water use must be 100% higher than normal usage, based on an average of the same billing period for the previous three years (or the available history for the account).
2. Only residential customers are eligible for the bill credit.
3. All leak(s) must be located in the water distribution system of the home and be beyond the control of the owner, agents, tenants, contractors, or anyone else occupying the property or using the property that could have reasonably foreseen such a possible leak. Leaking faucets, fixtures and appliances, and any water distributing devices attached thereto, do not qualify for the leak adjustment.
4. The leak(s) cannot be the result of negligent or willful behavior.
5. One leak adjustment may be granted no more than once every 60 months, per account.
6. Bill credits are for water only, not wastewater.
7. The credit is for one billing cycle only and shall be no more than \$500 in value.
8. All decisions from the Administrative Services Director (or designee) are final. There are no appeals.
9. The leak adjustment is in the form of a bill credit. Upon approval, adjustments will be made to the consumption portion of the bill.
10. Proof that repairs were completed must be included with all requests for a leak adjustment and submitted within 3 months after the repair. Proof of repair includes (a) photos of repair and receipts or (b) plumber's invoice.
11. If any insurance payment or equivalent is received, the customer must immediately notify the City. The customer may be required to pay back the adjustment.

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