



# Water Leak Credit Request



Per Roberts Creek Water District Water Service Ordinance #2000-3-1, customers are responsible for all water consumption on the customer side of the water meter. As such, consumption charges for water leaks that originate on the customer side of the water meter are the responsibility of the customer.

However, to provide assistance and promote goodwill, the District may consider crediting a water utility customer's account per policy noted in Ordinance #2000-3-1 (rental tenants not eligible for credit). For credit consideration, the water customer account holder **must complete Section 1 below**:

## SECTION 1 - TO BE COMPLETED BY THE CUSTOMER

UTILITY CUSTOMER INFORMATION		(Please type or print clearly)
Customer Name:		Service Address:
Daytime Phone:	Service Number:	
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH	
Date Leak Repaired:	<input type="checkbox"/> <b>Attached</b>	
Brief Description of Leak Failure & Repair:		
I certify that I am the account holder and that the leak has been repaired. I request that Roberts Creek Water District consider my request for a water leak credit.		
<b>Customer Signature</b> _____		<b>Date</b> _____

## SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT

Date Form Received:	Meter Read Date to use for Water Leak Credit Evaluation:	If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:
Estimated leak period based on consumption history (attach service history) : _____		
Estimated normal usage during leak period: _____ Leak month consumption: _____		
Past average normal usage in same billing cycle (or est ave consumption if less than 1 year ( _____ ) <small>(NOTE: if estimating average consumption, attach calculation documentation)</small>		
Estimated leak consumption of the leak billing period divided by 2=-----		
Multiplied by the rate used to calculate billed charges during the leak billing period:----- X		
Calculated water leak credit amount:-----		
Reviewer's Initials:  _____	Approver's Initials:  _____	<input type="checkbox"/> Credit Granted <input type="checkbox"/> Credit Denied  If Leak Credit Granted: Date Applied: _____ Initials: _____