



City of Angels Utility Customer

Leak Adjustment Request

Request Date for Change:

Dates of Bills to be reviewed:

Current Account Number:

Service Address:

14.80.110 Adjustment -Leakage or Loss

A. A bill may be adjusted allowing for a leak or loss of water only when the evidence clearly shows that the excessive delivery is due to leaking pipes or fixtures and not wasteful use or the consumer's acts, omissions, or negligence.

B. An adjustment may be made only after repairs are made and the city is satisfied that the leak or loss will not again occur. No adjustment or allowance may be made covering more than two consecutive billing periods including the one in which the same was requested. No more than one adjustment or allowance may be made to the same customer for the same premises in any twelve-month period.

C. The water system shall determine the amount of excess delivery by calculating the average bill in accordance with its standard method and subtracting that amount from the total water delivered.

D. Adjustments ordinarily will be made on the basis of one-half of the excess delivery but, in the case of concealed leaks in underground or unexpected pipes, full excess may be allowed.

E. The quantity of water for which an adjustment is made shall be charged to the customer at the lowest rate applicable to the particular water service connection affected.

F. All other water delivered shall be charged at the regular rates applicable to the customer's account. (Ord. 273 (part), 1985)

Description of Leak:

Have all repairs been made: Yes No

Leak Adjustments will ONLY be made by showing proof of repairs (Copy of invoice, pictures, etc.)

I certify that the request I am making follows the above policy:

Name:

Email Address:

Mailing Address: