

Account Number: \_\_\_\_\_

## Residential Accounts – Leak Repair Certificate

City of Lebanon Ordinance 18-5749 states water leak adjustments can be made only after the water and sewer usage has been returned to normal and the customer has certified that repairs have been made. The Utilities Supervisor and/or Commissioner of Finance will approve all water leak adjustments. Customers are eligible for only 1 leak adjustment during a 12 month period.

I, \_\_\_\_\_, (customer) certify there was an unforeseen leak which resulted in above normal water and sewer usage.

Address: \_\_\_\_\_

Leak was repaired by \_\_\_\_\_

Location of the leak \_\_\_\_\_

\_\_\_\_\_  
(Signature of Customer) (Date)

\_\_\_\_\_  
**Email Address and phone number**

**Calculation of Adjustments to be completed by the City:**      **OFFICE USE ONLY BELOW**

**WATER**

	Month	Amount
3 previous months of "usual" charges	_____	\$ _____ (no tax)
	_____	\$ _____ (no tax)
	_____	\$ _____ (no tax)
	Total	\$ _____ divided by 3 = \$ _____ (avg of 3 regular bills)

\$ \_\_\_\_\_ 1<sup>st</sup> High Water Bill (no tax)  
 - \_\_\_\_\_ (avg. of 3 previous months of regular bills)  
 \$ \_\_\_\_\_ (Amount of Adjustment)

**Month of Adjustment:** \_\_\_\_\_

If there are charges due to a leak on 2<sup>nd</sup> month's bill, due to "unforeseen circumstances," additional billing for the 2<sup>nd</sup> month prior to customer receiving bill for 1<sup>st</sup> month, or fault due to City equipment, then an adjustment can be made for the applicable portion of the 2<sup>nd</sup> month's billing. If there is evidence the customer was aware of the leak after receiving the 1<sup>st</sup> bill and neglected to make the necessary repair, it is not appropriate to adjust the 2<sup>nd</sup> month's billing.

\$ \_\_\_\_\_ 2<sup>nd</sup> High Water Bill (no tax)  
 - \_\_\_\_\_ (avg. of 3 previous months of regular bills)  
 \$ \_\_\_\_\_ (Amount of Adjustment)

**Month of Adjustment:** \_\_\_\_\_

Account Number: \_\_\_\_\_

**OFFICE USE ONLY**

**SEWER**

	Month	Amount
3 previous months	_____	\$ _____
of "usual" charges	_____	\$ _____
	_____	\$ _____
	<u>Total</u>	\$ _____ divided by 3 = \$ _____ (avg. of 3 regular bills)

\$ \_\_\_\_\_ 1<sup>st</sup> High Sewer Bill  
 - \_\_\_\_\_ (avg. of 3 previous months of regular bills)  
 \$ \_\_\_\_\_ (Amount of Adjustment)

**Month of Adjustment:** \_\_\_\_\_

If there are charges due to a leak on 2<sup>nd</sup> month's bill, due to "unforeseen circumstances," additional billing for the 2<sup>nd</sup> month prior to customer receiving bill for 1<sup>st</sup> month, or fault due to City equipment, then an adjustment can be made for the applicable portion of the 2<sup>nd</sup> month's billing. If there is evidence the customer was aware of the leak after receiving the 1<sup>st</sup> bill and neglected to make the necessary repair, it is not appropriate to adjust the 2<sup>nd</sup> month's billing.

\$ \_\_\_\_\_ 2<sup>nd</sup> High Sewer Bill  
 - \_\_\_\_\_ (avg. of 3 previous months of regular bills)  
 \$ \_\_\_\_\_ (Amount of Adjustment)

**Month of Adjustment:** \_\_\_\_\_



\_\_\_\_\_  
(City Employee Calculating)

\_\_\_\_\_  
(Date)

Customers have an appeal opportunity for unusual situations. They should notify the Commissioner of Finance & Revenue or Utilities Supervisor in writing within 15 days of notification of the approved or disapproved adjustment that had been requested by customer.