

## LEAK ADJUSTMENT POLICY TERMS AND CONDITIONS

A leak adjustment is a financial adjustment to water and/or sewer charges (Commercial Customers Only) on a customer's utility bill caused by a leak on the customer's side of the meter that occurred outside of the customer's control. An adjustment amount shall not exceed \$200 for residential customers and \$1600 for Commercial Customers (\$800 Water and \$800 Sewer).

**Examples of leaks that are within the customer's control and not eligible for adjustment include, but are not limited to:** toilet leaks; leaking faucets; leaking hose bib connections; leaking irrigation control valves; hot water heaters; leaking water softeners, leaking pools, leaking backflow prevention devices or other readily available water pipes, connections, or fixtures.

Submit your completed form and documentation using any of the following methods:

- **Email:** [osd@cityofpleasantonca.gov](mailto:osd@cityofpleasantonca.gov)
- **Drop box location:** Operations Service Center -3333 Busch Rd, Pleasanton
- **Mail to:**

City of Pleasanton  
P.O. Box 520  
Pleasanton, CA 94566  
ATTN: Operations Services/Customer Service Center

After all documentation has been received by the Customer Service Center, a determination will be made if the leak is adjustable or not, staff will notify the account holder of the decision. Requests will be reviewed and determinations made as quickly as possible, but please note that this process could take 6-8 weeks.

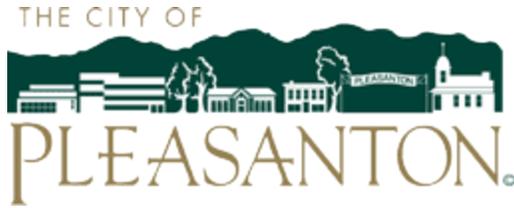
While a leak adjustment request is being processed, customers are responsible for the **entire amount due** on their utility bills within the normal payment period or enter into an agreed-upon payment arrangement. If this does not occur, the customer is subject to all current and applicable collection and termination of service processes and procedures for delinquent accounts.

**A leak adjustment may be granted when ALL of the following conditions are present:**

- Customer notifies the City of Pleasanton of an excessive utility bill that may be related to a leak
- Water consumption exceeds three times the customer's average consumption
- Leak occurred on the customer's side of the meter
- Plumber's receipt or other proof of repair confirms the leak was repaired

**No adjustments will be granted where any of the following situations exist:**

- Leak was caused by a third party from whom the customer is able to recover their costs. Examples include, but are not limited to, theft, vandalism, negligence and construction damage, unoccupied or vacant properties.
- The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a City of Pleasanton employee and that action results in loss of water.



## WATER LEAK ADJUSTMENT REQUEST FORM

This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by phone or email if the request cannot be granted or if additional information is needed. Please allow 6-8 weeks for processing. Adjustments can only be applied to one billing period and only after any leaks have been repaired and consumption returns to normal. Only one adjustment will be allowed during any 36 month period. Requests must be received within 30 days of the billing date.

<b>Name on Account:</b>	
<b>Account Number:</b>	
<b>Service Address:</b>	
<b>Phone Number:</b>	<b>Email Address:</b>

Please include the following:

- Copy of repair invoice attached (if repaired professionally)
- Copy of repair receipts attached (if repaired by owner/tenant or agent)
- Brief description and action taken to repair:

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By signing below, you are certifying that the above statements are true and accurate to the best of your knowledge and have read and understand the terms and conditions on the back of this application.

Account Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Office Use Only</b>
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Date Received: \_\_\_\_\_

Adjustment Amount: \$ \_\_\_\_\_

Adjustment Applied By: \_\_\_\_\_ Customer Notified By: \_\_\_\_\_ Date: \_\_\_\_\_

- Approved       Denied/Does not meet criteria based on Policy Terms and Conditions  
 Above ground leak       Toilet Leak       Previous Adj with 36 months       Other:

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_