

San Lorenzo Valley Water District

13060 Hwy 9, Boulder Creek, CA 95006
Phone (831) 338-2153; Fax (831) 338-7986

ONE TIME LEAK ADJUSTMENT REQUEST

Per the Rules and Regulations of the San Lorenzo Valley Water District

Procedures for a one time leak adjustment are as follows:

1. Customer must notify the District in writing that the bill for water service was excessive due to the loss of water beyond the meter outlet as the result of a faulty fixture, or broken or damaged pipes.
2. Customer must exercise timely and reasonable diligence in correcting the problem.
3. One time leak adjustments are administered one (1) time per customer account and may be applied to an event spanning no more than two (2) billing cycles.

To apply for a one-time leak adjustment, **please submit your written request specifying that you want a one time leak adjustment and proof of repairs** to our Customer Service Department. An adjustment can not be done until the leak has been completely repaired. Proof of repairs can consist of a repair bill, receipt for parts or a picture of the repairs. Upon determining that the leak has been repaired, the adjustment will be based on 50% of the usage per cycle in excess of the prior 12 month average usage, multiplied by the consumption tier charge applicable to the last unit of the average usage. Approved adjustments will be processed as credits against the water bill.

Account # _____

Name: _____ Telephone Number: _____

Service address: _____

Apply to billing period(s) ending: _____ Date leak was repaired: _____

Signature _____ Date: _____

Please provide a brief explanation of events:

Continue on back if necessary