



City of Pittsburg Finance Department LEAK ADJUSTMENT FORM

Utility Account Number _____

Service Location _____

13.12.090 Consumer responsibilities.

The consumer has sole control of the amount of water drawn through the water meter and is responsible for maintenance and repairs of the pipes and fixtures beyond the water meter. The city, in order to encourage prompt repairs of leaking pipes and fixtures, will make allowances for excessive bills resulting from leakage beyond the water meter when, in its judgment, conditions warrant. In making allowances, the city will in general be governed by the following:

- A. Adjustment will be allowed when claim has been made and evidence clearly shows that the excessive charge is due to leaking pipes or fixtures and not wasteful use, and then only when repairs have been promptly made and consumer has provided proof of repair to the city. No allowance will be made covering more than two consecutive billing periods, including the billing period in which the leak is discovered. Adjustments will be credited to water account.
- B. At staff's discretion, adjustment may be allowed, without showing evidence of repairs, but not more than once in any 24-month period to the same customer for the same premises. No allowance will be made covering more than two consecutive billing periods, including the billing period in which the leak is discovered.
- C. Adjustments ordinarily will be made on the basis of one-half of the excess delivery due to leakage during two consecutive billing periods, but in the case of concealed leaks in underground or unexposed pipes, full excess may be allowed for such two billing periods.
- D. Not more than one allowance shall be made to the same consumer for the same premises in any 12-month period when claim has been made and evidence clearly shows that the excessive charge is due to leaking pipes or fixtures and not wasteful use. The city shall be the sole judge in determining the excess delivery due to leakage.
- E. For purposes of receiving an adjustment under this section, a repair is promptly made when completed within 15 days of knowledge of the leak. A repair is also promptly made if completed within 30 days of knowledge of the leak if the leaking piping/equipment is turned off within two days of knowledge of the leak. An adjustment will not be made until repairs are completed and proof of repair has been submitted to the city.
- F. Upon approval, a credit adjustment shall be posted to the customer's water account. A request for an adjustment shall not justify nonpayment, underpayment or delay in payment on account. [Ord. 15-1392 § 2, 2015; Ord. 08-1308 § 2, 2008; 1937 Code § 497.9.]

Name: _____ # of Residents: _____
Home Phone: _____ Cell Phone: _____ Email Address: _____

Date high use began: _____ Date high use stopped: _____

The above service location had abnormally high usage due to:

Leak – describe below:

Inside:

Outside:

Other – Describe below:

Signature of Account Holder

Title (ie: Owner, Tenant, Manager)

Print Name

Date

Attach copies of your repair bill or receipts and return with this completed form to:

Mail: PO Box 1149 **Deliver to:** 65 Civic Avenue **Fax to:** 925-252-6927
Pittsburg, CA. 94565 **OR** Pittsburg, CA. 94565 **OR**