



CITY OF MOUNT PLEASANT
GAS, WATER & WASTEWATER DEPARTMENT

100 PUBLIC SQUARE, P.O. BOX 426 - MOUNT PLEASANT, TENNESSEE 38474
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<https://www.mtpleasant-tn.gov>

Application for Leak Adjustment Credit

The Mount Pleasant Water System offers a **ONE-TIME-PER-YEAR** adjustment on customers bills for qualifying outdoor water leaks.

TO BE ELIGIBLE FOR AN ADJUSTMENT YOU MUST:

NOT have received a previous adjustment within the last 12 months; and have a leak deemed undetectable by the homeowner. No adjustment will be granted for internal plumbing leaks which should be considered a household maintenance responsibility; and the owner has repaired the leak within 30 days of being notified or when the leak was discovered. Proof of the repair (receipts for any materials or services related to that repair) will be required.

IMPORTANT: Please be aware that a large leak may result in a water bill that could total **SEVERAL THOUSAND DOLLARS!** Small leaks are typically less, but many small leaks are often a sign of a problem water line and indicate that larger and more expensive leaks are likely to happen in the future. Since the Leak Adjustment is a **one-time-per year benefit**, if you request and receive an adjustment for a leak, large or small, you will **NOT** be eligible for another leak adjustment for 12 months if you have a second or larger leak in the future. If a service line is prone to future leaks, the best way to reduce the risk of a second leak is not to patch or “spot-fix” the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice to address your particular circumstance.

If you determine you qualify and wish to apply for a Leak Adjustment, please complete this form and return it to our office as soon as possible with the necessary receipts. NO ACTION CAN BE TAKEN TO PROCESS YOUR ADJUSTMENT UNTIL INFORMATION ON THE COMPLETED APPLICATION FORM IS RECEIVED.

Account # _____ Date: _____

Name: _____ Phone: _____

Service Address: _____

City: _____ State: _____ Zip: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Have you ever received a previous leak adjustment? NO YES Approx Year: _____

Date you first noticed your leak: _____

Date the leak was repaired: _____

Where was the leak located? _____

Please describe how your leak was identified or provide additional facts of the situation:

Water Bill Total Amount: _____ Average Water Bill Amount: _____

Have you attached a receipt for the cost of the leak repairs: YES NO - complete the section below

Describe Repair

If no parts were used for this repair or a contractor preformed the repair, why are receipts not available:

The city suggests that you pay at lease the amount of your "average" bill at this time, and continue to make monthly payments of your "average" amount until the adjustment has been processed. An adjustment is a maximum credit of 50% of charges for volumes consumed above the average for usage for this service to show the new adjusted usage of water.

If you haven't received a water bill through the date your leak was repaired, we will process your claim after your next bill. It takes an average of 60 (sixty) days to process customer's Leak Adjustments Claim. Your patience during this process will be appreciated. Pending approval, you may be required to pay your bill in full with a credit issued after adjustment has posted to your account.

By signing this request, I certify that I understand that I will not be eligible for an additional Leak Adjustment Claim for twelve consecutive months.

Signature: _____ Date: _____