



Financial Services
 Customer Service Division
 825 W. Irving Boulevard
 Irving, TX 75060
www.cityofirving.org

REQUEST FOR LEAK ADJUSTMENT

A leak on the customer's side of the meter is considered a private matter and is the responsibility of the property owner to repair. However, the City of Irving offers a leak adjustment as a courtesy to our customers who qualify for this adjustment. This adjustment will be granted no more than once every 12 months. Per City Ordinance, the City will charge the customer based on three-month average monthly bill immediately preceding the leak plus actual cost of water purchased from City of Dallas.

In order to be eligible for this adjustment you must **submit this form along with your receipt for plumbing repairs** in person at 825 West Irving Boulevard, Irving, TX or mail your request to City of Irving – Utility Billing, PO Box 152288, Irving, TX 75015-2288 or fax to 972 721-3733.

Name As It Appears on City of Irving Account

Account Number

Service Address

Primary Phone Number

I, the undersigned, experienced a leak at the above service address that resulted in my water consumption being more than 20% higher than my normal water consumption. I have had the leak repaired, as evidenced by the attached receipt, and am requesting an adjustment to my account. Additionally, please check the sewer calculation to determine if the leak effected my consumption during the months used to calculate the sewer charge. If so, please adjust the sewer charge accordingly.

I understand that this request will not be considered until after the meter is read for the period following the leak repair. Further, I understand that only the two highest months effected by the leak will be adjusted and that I must make payments on my account equivalent to my normal monthly bill for months effected by the leak and must pay all current monthly charges once the leak as been repaired regardless of whether or not an adjustment has been granted.

Signature

Date

To be completed by City of Irving staff only.

Is account eligible for an adjustment? Yes No If not, why? _____

Was the sewer average impacted? Yes No If yes, what is the current sewer charge? \$ _____

Reviewed for eligibility by: _____ Date: ____ / ____ / ____ Account Noted _____