



## Water Leak Adjustment Form

Date: \_\_\_\_\_ Account #: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_

Leak Type:

- Main Line/Pipe
- Hot Water Heater
- Toilet Repair
- Faucet Repair
- Irrigation
- Other: \_\_\_\_\_

Date Discovered: \_\_\_\_\_

Date Repaired: \_\_\_\_\_

**The Town of Mount Pleasant water leak adjustment is made using the following criteria:**

- Account must have water and sewer with the Town.
- The leak must not only be stopped but also repaired.
- Copy of bill for parts to repair or plumber's bill attached to form.
- Adjustment is based on a 6-month water average of the account. If there is less than a 6-month history, the existing time period will be averaged.
- Only ONE leak adjustment for ONE MONTH will be made during a 12-month time period. The Town will not adjust multiple bills, only one.
- Adjustment can only be made to current bill, not previous.

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Office Use Only

Date: \_\_\_\_\_ Account # \_\_\_\_\_

Adj. Amount \_\_\_\_\_

**TOWN OF MOUNT PLEASANT**

An equal opportunity provider, employer, and lender.

8590 Park Drive | PO Box 787 | Mount Pleasant, NC 28124 | 704.436.0000 | [mtplesantnc.org](http://mtplesantnc.org)

## **Town of Mount Pleasant Adjustments for Leaks Customer Service Policy**

1. High bills due to leaks may be eligible for an adjustment, if the following criteria are met:
  - a. The Water Superintendent must verify that the high bill is due to a leak in the customer's plumbing.
  - b. The leak must result in a meter reading with water usage 400 percent above the customer's average consumption for the prior 6 months.
  - c. The customer must show proof (parts purchased or plumbers' receipt) that the leak has been repaired and **completes the Leak Adjustment Form**.
  - d. Only one modification may be granted to a customer within 365 days.
  - e. The customer must also have Town sewer. The sewer portion will be adjusted for the leak based on the water 6-month average.
  
2. If the bill meets these criteria, then the sewer portion of the bill may be reduced to the 6-month average and a discount will be applied to the sewer portion of the bill. (Part 5 Code of Ordinances).