



LEAK ADJUSTMENT REQUEST

7120 Bodega Ave, Sebastopol, CA 95472
Phone: 707-823-7863 Fax: 707-823-1135
www.cityofsebastopol.gov

REMEMBER:

- Complete the entire form
- Attach Copies of Receipts
- Mail or deliver to City Hall

CUSTOMER INFORMATION: Enter all information below.

Name on Account _____ Account Number _____

Service Address _____
(Cannot be P.O. Box)

Contact Phone _____ Alternate Phone _____

Mailing Address (if different than above) _____
City _____ State _____ Zip Code _____

LEAK REPAIR INFORMATION: Enter all details below.

Date Leak Discovered _____ Date Leak Repaired _____

Description of the Leak and Repair _____

RECEIPTS:

Copies of receipts for any materials or services related to the repair must be attached and are required for this request to be considered.

Briefly describe the receipts attached. _____

SIGNATURE

I understand that by completing this form it does not guarantee an adjustment will be made to my water bill. All adjustments are issued based on City Council Policy (attached) and are credited at a reduced rate for water loss only. It is my responsibility to make payment to the utility department of my balance due bringing my account current or penalties may be assessed if payment is not delivered timely.

I have read, understand and agree with the leak adjustment guidelines.

Signature of Account Holder _____

Printed Name _____ Date _____

OFFICE USE ONLY

RECEIVED DATE
STAMP

CITY OF SEBASTOPOL UTILITY DEPARTMENT USE ONLY

Approved By _____ Date _____ Adjustment Amount _____ Adjustment Made By _____ Date _____

Denied By _____ Date _____ Reason for Denial _____
 _____ Customer Notified Date _____ Balance Due _____

City of Sebastopol

COUNCIL POLICY



SUBJECT	POLICY NO	EFF DATE	PAGE
UTILITY BILLING LEAK CREDITS ONLY	94	12/20/2022	

This is an excerpt from the complete City Council Policy No. 94. Item 5 Listed Only.

5. LEAK CREDITS

The water service connection, including the meter and the meter box and all distribution lines, will be repaired and maintained by the City at its own expense. The City, however, shall not be responsible for the installation and maintenance of water lines beyond the end of its service connection.

On rare occasions, a leak may occur as a result of a crack, breach, or flaw in the property owner's system and in certain conditions, the City will grant a limited leak credit.

Important information to consider:

- ❖ The water leak must not have occurred as a result of a willful or negligent act on the part of the customer.
- ❖ Customers must make a written request for a leak adjustment using the attached form and explain the cause of the leak, where the leak occurred, and all other relevant factors.
- ❖ **Proof that the leak was fixed is required.** Normally, this will be copies of receipts from the repair person or company, or supply receipts. The customer must be able to demonstrate that the repair was made within a reasonable time.
- ❖ The water usage must be two hundred percent (200%) or more of the normal usage based on the last twelve (12) months.
- ❖ Water leak credits are limited to \$250.00 and only one (1) credit will be granted during the life of the account.
- ❖ To determine normal usage, consumption will be averaged using the previous twelve (12) months and one billing cycle of water consumption after the leak has been fixed. If the account is new and does not have a full year of history, the Administrative Services Department staff will estimate average consumption based on available history, usage of similar residences in the neighborhood, and any other relevant factors.
- ❖ The decision to grant a leak adjustment shall rest solely with the Administrative Services Director or designee whose decision is final.

The process:

- ❖ Once your leak is repaired and you believe you qualify for a leak adjustment, complete the Utility Leak Adjustment form that can be found on the City's website or you can request a form by calling (707) 823-7863 and mail or email form to the Utility Department at City Hall at <mailto:customerservice@cityofsebastopol.gov>.
- ❖ Staff will review your request using your water use history. Your water history activities will be used to determine usage resulting from the leak.
- ❖ Staff will calculate the adjustment, and if eligible, will submit all required documentation to the Administrative Services Director for review. Leak adjustments will not be credited to accounts until water use analysis is complete.

- ❖ Once approved or denied, a copy of the Utility Leak Adjustment Request form will be mailed to you.
- ❖ Please submit the balance due by the due date on your bill to prevent the assessment of penalties.