



Guidelines & Instructions: Leak Adjustment Request Form

If you have experienced a water leak on your property within the last 12 months and it was repaired within the past 60 days, you may be eligible for an adjustment to the sewer portion of your bill. Please complete this request form and provide supporting documentation about your water leak to help our customer service professionals determine if you qualify for an adjustment.

Examples of when an adjustment to the sewer portion of your bill may be approved:

- Underground service line leak
- Water leaks in a basement or crawl space that drain to the exterior of the building

Adjustments will NOT be approved for:

- Malfunctioning toilets
- Leaking faucets, valves or sump pumps (including outside water spigots)
- Appliances (Ex. water softener, ice maker/water line, etc.)

Please follow these simple steps to request a leak adjustment:

1. Make sure all sources of the leak(s) are repaired.
2. Complete the Leak Adjustment Request Form, including a statement telling us about the leak.
3. Provide an invoice or receipt and pictures documenting the repairs made to the leak.
4. Repairs not made by a licensed plumber should include as much documentation as possible, including copies of receipts for materials purchased for the repair(s). **Note:** All repairs not made by a licensed plumber will require an investigation by our department to determine eligibility.

Requests for leak adjustments must be **submitted within 60 days of the water leak repair** to be considered. Your request will be reviewed and you will be notified via letter of our determination. Processing your request can take up to 90 days. Adjustments will only be made to sewer charges for up to two billing periods.

Customers Responsibility

While your leak adjustment request is being processed, you are responsible for paying the **entire amount due** on your account within the normal payment period; or you may request a payment arrangement by calling Customer Service **before the due date of the bill**. Tenants must receive approval from the property owner before entering into a payment arrangement. If this does not occur, the customer is subject to all current and applicable collection activities for delinquent accounts and possible termination of services. If entering into a payment arrangement, all subsequent bills must be paid on time.

Leak Adjustment Request Forms and supporting documentation can be submitted via mail, fax or e-mail:

Mail: Montgomery County
Environmental Services
1850 Spaulding Road
Kettering, OH 45432

Fax: 937-781-2687

E-mail: custserv@mcOhio.org



Leak Adjustment Request Form



Date: ____/____/____

Name on Account: _____

Mailing Address: _____

Service Address: _____

Account Number: _____ - _____

Phone: (____) - ____ - _____

Due Date of Bill: ____/____/____

Explain what caused the leak and describe what was done to repair the leak. Proof of repair is required and must be submitted with this form. (i.e. plumber itemized invoice, repair parts itemized receipt, photos or other documentation supporting any repairs)

Has a leak adjustment been made for this service address on any previous occasion?

NO YES (when?) _____

Approximate date the leak occurred: _____

Where was the leak located? Inside Between House and Meter Other: _____

Has the leak been repaired? YES (Date of Repair) _____

NO (An adjustment CANNOT be made)

Supporting documents **included:** Photos Invoice Receipts Letter of Explanation

CUSTOMER RESPONSIBILITY:

While your leak adjustment request is being processed, you are responsible for paying the **entire amount due** on your account within the normal payment period; or you may request a payment arrangement by calling Customer Service **before the due date of the bill** at (937) 781-2688. Tenants must receive approval from the property owner before entering into a payment arrangement. If this does not occur, the customer is subject to all current and applicable collection activities for delinquent accounts and possible termination of services. If entering into a payment arrangement, all subsequent bills must be paid on time.

By signing this request, you certify and understand the terms and conditions of the Montgomery County Environmental Services Leak Adjustment Policy.

Signature of applicant

Date

Customer Service Rep: _____