



RUA  
 P.O. Box 49  
 300 S Roland RD.  
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 www.townofroland.net

## REQUEST FOR WATER and/or SEWER ADJUSTMENT DUE TO WATER LEAK

It is the policy of the Roland Utility Authority to provide partial relief to customers in good standing in the instance a customer has sustained a loss of billable water due to a leak on their premises. **The leak adjustment will not exceed 50% of the calculated loss during the period that the leak occurred.** This will be determined by averaging the previous 12 months of water usage during time of no leaks. If twelve months of history is not available, the amount will be determined by information available. If a customer has sewer services with the city, any water adjustment will also apply to their sewer rate calculation.

Credits will only be applied to the utility account, no checks will be issued.

**To qualify for a leak adjustment the customer must meet the following criteria:**

1. Had the leak repaired immediately upon discovery.
2. Has not had a prior leak adjustment in the preceding 12 months.
3. Customers must notify the Roland Utility Authority of the leak within 30 days of receiving a bill reflecting excessive water usage.
4. Customer must complete the city's "Request for Water Adjustment Due to Leak" form.
5. Customer must submit an original receipt from a plumber or receipt for the materials/equipment used in the repair.

Name on Account	Account Number
Service Address	Phone Number
Approximate Date Leak Occurred	Date Leak was Repaired

**\*ATTACH RECEIPT FOR PLUMBER OR PARTS/EQUIPMENT USED FOR REPAIR\***

I hereby notify the Roland Utility Authority that I have sustained a water leak at the above address and that it has been repaired. I am requesting an adjustment to my water bill according to city policy. I understand that signing this form does not guarantee an adjustment and I also understand that by signing this form I am attesting that all the information provided is accurate and complete to the best of my knowledge.

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

**-Utility Billing: Adjustment YES NO**

Estimated excess usage: \_\_\_\_\_ x .50= \_\_\_\_\_ Bill Adjustment

Approved by RUA: \_\_\_\_\_