

BOLIVAR WATER SUPPLY CORPORATION P.O. Box 1789 • 4151 FM 455 W

Sanger, TX 76266 (940) 458-3931 www.bolivarwatersc.com

REQUEST FOR LEAK FORGIVENESS / ADJUSTMENT FORM

APPLICANT INFORMATION			
4 			
Date:		Account Number:	
Applicant Name:			
Property Address:			
Mailing Address:			
Home Phone:		Cell Phone:	
Email Address:			
LEAK INFORMATION			
Repair Completed By			
Date of Repair			
Describe actions taken to repair leak:			
You must attach a copy of repair receipts, plumber's invoice or parts purchased			
By signing this request, I agree to the following statements: 1.I understand the terms and conditions of Bolivar Water Supply Corporation Leak Adjustment Policy. 2.I am notifying Bolivar Water Supply Corporation that I have sustained a water leak and that such leak has been repaired. 3.I agree to allow Utility personnel access for field verification of repairs. 4.I understand that submittal of this form does not guarantee an adjustment will be made. 5.I agree that all statements herein and any attachments are true and correct to the best of my knowledge and understand that making false statements on a government record may result in legal action.			
Applicant Signature			·
Applicant Signature Date			
OFFICE USE ONLY			
Approved	Denied	Reason:	Date:
Total Billed Amount:		Adjustment Amount:	
Repaired Verified by:			
Approved By:			

LEAK ADJUSTMENT POLICY

As a courtesy to its members, BWSC may, upon request and subject to the policy outlined below, adjust member billing for leak that occurred on the member's side of the meter.

What – A leak is considered an unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer's residence or non-residential site that results in a member's bill being higher than the typical bill for water services.

How – Member applies for help by means of standard form available on our website [www.bolivarwatersc.com] or in office with Customer Service. Member must show sufficient (determination of the General Manager) proof of leak repair.

Timeliness On The Part Of The Customer – The member must apply for leak help within 30 days of the member's identification and repair of a leak to be eligible for leak help.

How Often - Member can receive help on a high water bill due to a leak on the member's side of the meter <u>no more than once every 3 years</u> (rolling 3-year timeframe starting from the date of last leak help the member received).

Customer Payment Accommodation - Members who receive leak help may receive (at the discretion of the General Manager) an extended payment period (not exceeding 12 months) over which to complete paying for the leak-caused bill. A customer cannot receive any help for a new leak until and unless an extended payment bill has been paid in full.

Final Decision On Leak Help - The decision of the General Manager regarding leak help is final. By execution of this agreement, member agrees to payment of outstanding debt for leak as set forth below. Failure to fulfill the terms of this Agreement shall institute the Corporation's disconnection procedures as set forth in the Corporation's Tariff and full balance of adjustment could be applied.