

Guidelines for Bill Adjustment due to water leaks

****** One Bill Adjustment per Account ******

Upon customer finding water leak, Customer should shut off water or call City hall to have water turned off.

Once plumber or account holder has fixed the leak, please bring in to City hall the following documentation:

- Copy of Invoice from Plumber showing work was completed
- Copies of receipts for plumbing supplies
- A PICTURE of leak “before” and “after” leak is fixed
- If account holder fixes the leak, property owner will need to write up where leak was found, as well as how it was fixed.
- **A CITY HALL EMPLOYEE MUST COME VERIFY LEAK**

City Hall/Mayor will review the documentation brought in by account holder as long as the water did not go through the sewer, the sewer charge will be adjusted on the bill. (toilet leaks are not applicable)