



Utility Billing Department
Ph. 469-429-4763
utilitybilling@cityofsachse.com

REPAIR ADJUSTMENT REQUEST

Completion of form is not a guarantee of eligibility. The burden of proof will be on the customer to establish there was a leak or pool repair and that it was not the result of their own negligence or omission. Adjustments are available once per 12 month period for leaks associated with toilets, faucets, purifiers, hot water heaters, irrigation systems, and/ or pool refill due to repair. Failure to turn off a faucet or irrigation to the off position is not an eligible adjustment. Consumption in question as a result of vandalism, criminal mischief or theft are likewise excluded. The Repair Adjustment Request form (with repair documentation) must be submitted within 90 days after the date of repair for consideration. Adjustments cannot cover a period greater than 90 days (3 months).

Residents are encouraged to continue making payments as scheduled during the adjustment review. Hardship arrangements may be available by contacting Utility Billing prior to the due or disconnection date. Adjustments granted will be displayed as a credit on the utility account and any unpaid amounts will be treated in the same manner as all other unpaid accounts.

LeakRepair: YES NO Pool Fill/Refill: YES NO

Account Number: _____ Service Address: _____

Name on Account: _____ Phone Number: _____

Email: _____ Repair Date: _____

Date(s) of Leak/Pool Fill Dates: _____

Brief description of repair(s). **Proof of repair is required and must be submitted with this form.**

Acceptable forms are: itemized receipt of repair parts, plumber invoice, receipt from a pool technician or other documentation supporting repairs.

I hereby apply for an adjustment under the City of Sachse's Code of Ordinances § 10-3 D. I certify that the above and attached information are true and accurate.

Signature: _____ Date: _____

Eligibility for an adjustment is considered on a case-by-case basis. Adjustments granted by the City of Sachse is not required nor guaranteed to be granted for every request submitted, but are offered as a courtesy to encourage water conservation.

Adjustment requests are processed in the order they are received and can take up to 6 weeks for completion as consumption monitoring is performed to ensure issues causing excessive water flow is resolved.