



The City of  
**SACHSE**

Utility Billing  
3815 Sachse Rd. Bldg. B  
Sachse, TX 75048  
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[cspencer@cityofsachse.com](mailto:cspencer@cityofsachse.com)

LEAK ADJUSTMENT REQUEST

Request Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Name on Account: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address (If Different from Above): \_\_\_\_\_

Date(s) of Leak: \_\_\_\_\_

Repair Date: \_\_\_\_\_

Describe what was done to fix or correct the water leak problem(s). Proof of repair is required and must be submitted with this form (I,e,. Plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has a water leak adjustment been made for this service address within the past 12 months?

No \_\_\_\_\_ \*IF YES, THEN THE SERVICE ADDRESS IS NOT ELIGIBLE FOR A LEAK ADJUSTMENT\*

As the customer for the above noted property, I hereby apply for an adjustment under the City of Sachse's Ordinance. I confirm that the above and attached information are true and accurate.

Customer's Name: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

## LEAK ADJUSTMENT REQUEST NOTICE

**COMPLETION OF THIS FORM DOES NOT GUARANTEE AN ADJUSTMENT WILL BE MADE TO YOUR BILL. IN ORDER TO AVOID ADDITIONAL CHARGES, CUSTOMERS ARE ADVISED TO PAY THE WATER, WASTEWATER/SANITATION AND TRASH AMOUNTS OR HAVE CONTACTED UTILITY BILLING TO SET UP A HARDSHIP ARRANGEMENT. ANY LEAK ADJUSTMENT MADE WILL DISPLAY AS A CREDIT ON YOUR UTILITY ACCOUNT AND ANY UNPAID AMOUNTS WILL BE TREATED IN THE SAME MANNER AS ALL OTHER UNPAID ACCOUNTS.**

A customer may receive, at our discretion, one adjustment during a twelve month period.

The water consumption in question (caused by leak) must have already billed on your account.

Once your leak has been repaired, your leak adjustment can be processed after the first full billing period, as long as the water consumption for that meter returns to normal.

If your leak is not completely repaired, an adjustment will not be offered. For example: Simply turning the valve on a toilet or sprinkler system to the off position is not accepted as a repair.

Documentation of repair must be attached to your leak adjustment request form, and both must be submitted within 90 days after the date of the repair.

Acceptable forms of repair documentation are:

1. A copy of a bill of service from a plumber or other service professional
2. A copy of a receipt indicating that specific parts were purchased to make repairs

No leak adjustments are considered if the consumption in question was a result of an act of vandalism, criminal mischief or theft.

**Eligibility for a leak adjustment credit is considered on a case-by-case basis. Leak adjustment credits 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.**