



Application for Adjustment to Water Bill Due to Excusable Defect

Any residential, commercial, multifamily or outdoor customer of the Town may request an adjustment of any water bill from the Town for water usage because of a loss of water through an excusable defect (see back for definitions) in the customer's water line for a period not to exceed two (2) consecutive months. An application for adjustment must be submitted within thirty (30) days of the repair of the excusable defect.

Customer Name: _____ Account No. _____

Property Address (or description): _____

Bill Date: _____ Period Covered: _____

Date Excusable Defect in Water Line was Discovered: _____

Date Defect was Repaired: _____

Description of the defect and the repairs made. (Attach supporting documentation, such as receipts):

1. Please check the appropriate box if any of the following were installed during the period in question:

pool hot tub Other water appliance/fixture

2. Please read and initial each item:

_____ The water was lost after it passed through the Town water meter serving the property described above and such water was not used in any manner by any person.

_____ I am personally familiar with all of the matters of fact stated in this application and swear that they are made on my personal knowledge and that they are each true and correct.

_____ This application is a government record subject to criminal prosecution for false statements under Chapter 37 of the Texas Penal Code and I certify that the application contains no false statements.

Signature: _____ Date: _____

Definition of Excusable Defect

The term "excusable defect" shall mean a rupture or leakage of the customer's water line(s) as may be caused by freezing weather, settlement, corrosion, wear or accident. The term does not apply to defective or out-of-repair faucets.

Review and Consideration of Adjustment Application

If the adjustment application is approved by the Utility Official, the subject bill will be adjusted by applying a credit equal to one-half of the normal rate for the amount of water that exceeds the applicant's average monthly bill for the previous nine (9) months. If the applicant has not been a customer for nine (9) months, the average monthly bill will be determined by the Utility Official by using accounts of the customers living in the same vicinity of the applicant.