



**Application for Adjustment to
Water Bill Due to Excusable Defect**

Utility Billing Department
200 S. Main Street
PO Box 307
Prosper, Tx 75078

Any residential, commercial, or multifamily customer of the Town may request an adjustment of any water bill from the Town no more than once in 24 months 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. Shutting off the water does not qualify as a repair.

Customer Name: _____ Account Number: _____

Service Address _____

Phone Number: _____ E-mail: _____

Bill Date: _____ Period Covered: _____

Date Excusable Defect in Water Line was Discovered: _____

Date Defect was Repaired: _____

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

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 underground water line(s) from the meter to the foundation and/or under the foundation as may be caused by freezing weather, settlement, corrosion, wear or accident. **The term does NOT apply to defective or out-of-repair faucets (inside or outside), internal wall plumbing, sprinkler systems, sprinkler heads, sprinkler lines, sprinkler solenoids, swimming pools, auto-fill pool equipment, toilets, toilet flappers or any outdoor fixture/accessory such as an outdoor kitchen.**

Review and Consideration of Adjustment Application

If the adjustment application is approved by the Utility Official, the bill will be adjusted. An “average” water usage will be based on the previous nine (9) months consumption. The amount of water that exceeds the applicant’s average monthly consumption becomes the “excess” usage. If the applicant has not been a customer for nine (9) months, the average monthly consumption will be determined by the Utility Official by using the electronic meter reading system to determine actual loss as described by the applicant during a specific timeframe.

The customer will be responsible for paying the “average” usage plus 50% of the “excess” usage for the period covered by the application. Any adjustment due to the customer will be credited to customer’s active account or refunded if account had been ended prior to a final decision.

No adjustment will be given for \$5.00 or less.