

Fact Sheet

Water/Wastewater Leak Adjustment Request – Instructions and Form WAT-D-2

If you have experienced a leak on your property and it has impacted your utility bill, please use the following information to complete the Water/Wastewater Leak Adjustment Request Form to request an adjustment to your bill.

- Complete a copy of the Water/Wastewater Leak Adjustment Request Form which accompanies this document.
- Be sure that all of your correspondence to the City of Tampa Utilities includes your service address, your current utility account number and your daytime telephone number.
- After you have repaired a leak on your property, please provide the following information to document your repair activities and your costs:
 - ✓ a completed Water/Wastewater Leak Adjustment Request Form
 - ✓ a copy of your plumber's bill
 - ✓ a letter outlining what was repaired
 - ✓ be sure your letter includes the date of repair
 - ✓ all receipts for materials

- Submit the required form and documentation via mail or fax to:

City of Tampa Water Department / Billing Section
3901 E. 26th Ave. *(not accessible to the public)*
Tampa, FL 33605
Fax: (813) 274-8358

- When the City of Tampa Utilities Department receives all of the required information, we will review your water use over the past 12 months to determine an appropriate and fair amount to bill you for the period during which you experienced the leak. If your utility account does not have at least a one year history of water consumption, we may delay our response to your request until such time that your account has accumulated a "normal use" history.
- If your bill is too large to pay in one month, please contact the Credit Section at (813) 274-8780 to request the City of Tampa Utility Department to provide payment arrangements.

Please feel free to contact the City of Tampa Utilities Call Center at 274-8811, option #3, if you have any questions.

Water/Wastewater Leak Adjustment Request Form

Customer Name:	Account #:
Service Address:	Daytime Contact Phone #:
Type of Leak: <input type="checkbox"/> Irrigation <input type="checkbox"/> Toilet <input type="checkbox"/> Pipe <input type="checkbox"/> Other: _____	
Date Leak Occurred:	Date Leak Repaired (required to process request):

Brief description of leak and action taken to repair: _____

Required Documentation

Attach a copy of the repair invoice or receipts. Leak requests submitted without required documentation may be delayed to request and receive additional information about the repair.

Only one adjustment will be allowed in a consecutive 12-month period (the highest month). Any adjustment will occur after all leaks have been repaired and verified with an actual meter reading. The "Date Leak Repaired" field on this form must be completed before the request will be reviewed. This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by letter if a credit is not provided or if additional information is needed. When determining leak-related credit, your average annual water consumption is computed and all water use above that average use, during the highest month affected by the leak, is rebilled at the lowest tier rate for your water use classification, i.e., residential. If your utility account does not have at least one year of water consumption history, it may not be possible to review your account for a credit until such time as a "normal use" history is available. Depending on the type of leak, the period of time it may have affected your bill and the total amount of credit the City of Tampa is able to provide, you may need more than one month to bring your account to a current status. If this is the case, please contact the Utilities Call Center at (813) 274-8811, option 2, to make payment arrangements.

If you have any questions, please call the City of Tampa Utilities Call Center at (813-274-8811), option 3.

I have read and understand the above information.

Signature

Date

Please review, sign and return this form and documentation to:



City of Tampa Water Department/Billing Section 400D1
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Tampa, FL 33605
Fax: (813) 274-8358