

City of Denton Utilities Customer Service

This form is available to submit online at <https://ifpubweb.cityofdenton.com/Forms/water-sewer-adjustment>

Please see the [leak adjustment policy](#) for qualification guidelines. All qualified leak adjustments are subject to verification of a leak free billing period. Adjustment is seen in 4-8 weeks as it is applied to the 2nd leak-free bill.

Request for Water/Sewer Adjustment

| | |
|--------------------------|--------------------------------|
| Account Number _____ | Date _____ |
| Service Address _____ | Phone _____ |
| Customer Name _____ | Customer Number _____ |
| Subject Month/Year _____ | Actual Billed Usage _____ |
| Normal Month/Year _____ | PR Greatest Normal Usage _____ |
| | EXCESS Usage _____ |

Any Customer billed for a substantial increase in water usage (50% more than the "greatest usage" during prior 13 months) during any **ONE** billing month due to a hidden leak, may request that the **EXCESS** usage be billed at a reduced rate of:

\$0.70 per 1000 gallons for WATER and \$0.50 per 1000 gallons for SEWER
 Only **ONE** adjustment for **ONE** month's billing will be granted in a 13 month period.

Hidden Water Leak - Cause of substantial increase in water usage.

Date Leak Discovered _____

Location & Description of Leak _____

Repaired By _____ Date _____

(PLEASE ATTACH COPIES OF REPAIR and MATERIAL BILLS)

OFFICE USE ONLY

| <u>WATER</u> | <u>NORMAL USAGE CHARGE</u> | <u>SEWER</u> |
|-------------------------|--------------------------------------|-------------------------|
| gallons _____ | Prorated Greatest Normal Usage _____ | _____ gallons |
| X \$ _____/1000 gallons | Normal Usage Rate _____ | X \$ _____/1000 gallons |
| = \$ _____ | Normal Usage Charge _____ | = \$ _____ |
| + \$ _____ | Facility Charge _____ | + \$ _____ |
| = \$ _____ | Total Normal Usage Charge _____ | = \$ _____ |

| <u>EXCESS USAGE CHARGE</u> | | |
|----------------------------|---------------------------|--------------------------|
| gallons _____ | Excess Usage _____ | _____ gallons |
| X \$.0007 (\$0.70/1000) | Excess Usage Rate _____ | X \$.0005 (\$0.50/1000) |
| = \$ _____ | Excess Usage Charge _____ | = \$ _____ |

| | | | | | |
|------------------------|----------------|---|----------------|---|------------|
| Total Adjusted Charges | Water \$ _____ | + | Sewer \$ _____ | = | \$ _____ |
| Less Billed Charges | (\$ _____) | + | (\$ _____) | = | (\$ _____) |
| Equal Total Adjustment | \$ _____ | + | \$ _____ | = | \$ _____ |