

**CITY OF PALESTINE
LEAK ADJUSTMENT PROCESS**

The City of Palestine allows for one leak adjustment per account, per 12-month period. The leak adjustment will cover up to a 90-day period of the leak. Below will explain what is required for the leak adjustment and what to expect until the process is complete.

- 1) Proof of repair must be provided to us, scanned into the account, and given to supervisor for adjustment. (Acceptable proof is a store receipt, plumber receipt, or notice from rental management company.)
- 2) The clerk will quote you an amount to pay each month until the adjustment is done. This will be slightly higher than your normal bill because the leak adjustment will not cover 100% of the leak. ****Your quoted amount is shown below**.** **This must be paid every 30 days until adjustment is processed.**
- 3) After approximately 60-90 days have passed since the leak was repaired, your consumption should be back to normal.
 - a. If back to normal, an account adjustment is processed, and we will contact you with the amount of the adjustment.
 - b. If not back to normal, we will call you to investigate the issue further. The leak adjustment will be on hold pending repairs.

Important:

*****Until the adjustment is done, you will continue to receive bills as well as past due notices.**

- 1. You MUST call our office each time you receive a past due notice to have your account notes updated.**
- 2. You must pay at least the quoted amount every 30 days.**

Failure to do either of the above may cause your account to disconnect.

Account #: _____ Customer name: _____

Customer phone: _____

Quoted amount to pay each month: _____

Clerk: _____ Date: _____

I have read and understand the above instructions: _____