

# AUBURN WATER SYSTEM, INC.

## REQUEST FOR COURTESY LEAK ADJUSTMENT

Attn: **Billing Department**

Today's Date: \_\_\_\_\_

3097 Lock Ln.

Crestview, FL 32536

[Email Link: Auburn Water System, Inc.](mailto:jhooks@auburnwatersystem.com)

[\(jhooks@auburnwatersystem.com\)](mailto:jhooks@auburnwatersystem.com)

Phone (850) 682-1258 or (850) 682-3413

Fax (850) 398-6643

### **Please read all requirements and conditions**

Please see the Rules and Regulations for more information. Go to [Link: Auburn Water System, Inc. - ByLaws, Rules & Regulations](http://auburnwatersystem.com/wp-content/uploads/2011/07/BYLAWS-amended-7-18-11.doc.pdf)  
(<http://auburnwatersystem.com/wp-content/uploads/2011/07/BYLAWS-amended-7-18-11.doc.pdf>)

*In the event a Customer is subject to an abnormally high billing as a result of a loss caused by leak, a Courtesy Leak Adjustment may be granted.*

To be eligible for an adjustment, the Customer **must**:

- 1) **Promptly** and **properly** repair the leak when detected;
- 2) Provide written **\*proof of repairs** to AWS in the form of copies of **receipts** or an **invoice**; and
- 3) **Not** have received a Courtesy Leak Adjustment from AWS within a 12 month period.
- 4) **Request must be made before bill is delinquent.**

Select Type of Leak: ☐ Toilet ☐ Outside ☐ Irrigation ☐ Inside ☐ Other \_\_\_\_\_

Date of leak		Account Number	
Name			
Service Address			
Mailing Address			
Phone Number			
Date of Repairs			
Brief description of leak			
List repairs made			

Your request will be reviewed for possible adjustment based on account history, usage history and the information provided; we will notify you within two weeks if an adjustment has been approved.

***If a Courtesy Leak Adjustment is approved, it only includes usage over 15,000 gallons at a lower leak rate and you will not be eligible for another Courtesy Leak Adjustment for a 12 month period.***

Signature: \_\_\_\_\_ Email address: \_\_\_\_\_

\* Attach proof of repairs in the form of copies of **receipts or an invoice.**

(Updated 10/23/2014)