

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:cs@auburnwatersystem.com)

cs@auburnwatersystem.com

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

Fax (850) 398-6643

Please read all requirements and conditions

Please see the Water Utility Services – Fee & Rate Schedule. Go to [Link: https://auburnwatersystem.com/water-utility-services/](https://auburnwatersystem.com/water-utility-services/) Also,

Rules and Regulations for more information. Go to [Link: https://auburnwatersystem.com/about/board-and-bylaws/](https://auburnwatersystem.com/about/board-and-bylaws/)

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, invoice, photo's, Etc. of the repair with the date written/stamped on them if you already have repair parts;** 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.** You are responsible for all Usage and Fees acquired

Select Type of Leak: Toilet Outside Irrigation Inside Other _____

Date of leak		Account Number	
Service 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; Please check your account in a week or two 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.***

Printed Name: _____ Signature: _____

* Attach proof of repairs as outlined in 2) above