

AUBURN WATER SYSTEM, INC.

REQUEST FOR COURTESY LEAK ADJUSTMENT

Attn: Billing Department

Today's Date: _____

3097 Lock Ln.

Crestview, FL 32536

Email Address: cs@auburnwatersystem.com

Phone: 850-682-3413 or 850-682-1258

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-water bill as a result of a water leak, a Courtesy Leak Adjustment may be granted.

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

- 1) **Have water usage over 15,000 gallons.**
- 2) **Promptly and Properly** repair the leak when detected;
- 3) Provide written ***proof of repairs** to AWS in the form of copies of **receipts, invoice, photo's, etc. of the repair with the date of repair**; and
- 4) Have **Not** received a Courtesy Leak Adjustment from AWS within a 12-month period.
- 5) **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; The first 15,000 gallons of water usage is at the full rate & everything over 15,000 gallons is at a reduced rate. Please check your account in a week or two if an adjustment has been approved. Customers are offered one leak adjustment per 12-month period.

Printed Name: _____ Signature: _____

* Attach proof of repairs as outlined in 2 above.

(Updated 04-02-2024)