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UTILITY BILLING (WATER & TRASH) (DEPARTMENTS/UTILITY_BILLING_(WATER_BILL)/INDEX.PHP)

Leak Adjustment

To submit a leak adjustment, please click the link below:

[Leak Adjustment Form \(http://records.wylietexas.gov/forms/LeakAdjustmentForm\)](http://records.wylietexas.gov/forms/LeakAdjustmentForm)

A leak on the customer's side of the meter is considered the responsibility of the property owner or tenant, including all costs associated with the repair. However, the City of Wylie offers a credit as a one-time courtesy to our customers who qualify. Once the customer has two consecutive months of normal consumption they will be eligible for the adjustment. A 12-month average water consumption at the property is needed to calculate the adjustment. It is the homeowner's responsibility to follow up and choose to accept or deny the adjustment. Water loss due to theft or negligence is not covered. To avoid late fees and/or disconnections, payment in full is required until the credit is calculated. Limited to one request per address/account.

(WEBSITE EMAIL)



Leak Adjustment Form

Utility Billing Division
300 Country Club Road, Bldg. 100
Wylie, TX 75098
Tel: 972-516-6100 / Fax: 972-516-6143
utility@wylietexas.gov

Account Information

Account No.

Contact Information

First Name * Last Name * Phone No. * Email *

Leak Location

No. * Street Name * Suite/Apt.No.

ex. 300

ex: Country Club (please do not include the following: Road, Rd, Prkwy Parkway, Court, Ct, Ave, or Avenue, etc. after the street name)

Leak Information

Leak Detected * Leak Repaired * Please estimate how long the water leaked *



Leak Description *

Description of Repair *

Invoice/Receipts *

Please attach plumbers invoice and/or homeowner's receipts below

Upload

*

Do you have an additional document to upload?

No

Yes

Acknowledgement

Leak adjustments may take up to three months or longer in some cases. A leak on the customer's side of the meter is considered the responsibility of the property owner or tenant, including all costs associated with the repair; however, the City offers a credit as a one-time courtesy to our customers who qualify. Once the customer has two consecutive months of normal consumption they will be eligible for the adjustment. A 12 month average water consumption at the property is needed to calculate the adjustment. It is the homeowner's responsibility to follow up and choose to accept, or deny, the adjustment. Water loss due to theft or negligence is not covered. To avoid late fees and/or disconnections, payment in full is required until the credit is calculated. Limited to one request per address/account.

If you have questions regarding your leak adjustment, please call the Utility Billing Office at 972-516-6100

Signature *

Sign

Date *

02/24/2021



Submit

Please fill out the [Bank Draft Authorization Form](#) to have your water bill automatically drafted on the 15th of each month from your checking account.

Leak Adjustment

The city may grant an adjustment of your water bill due to a water leak, which is offered as a courtesy by the city. Please continue to read the [Water Leak Adjust Policy](#) and turn in an [Application for Adjustment](#) within 30 days of being billed by the city.

Pool Fill Adjustment

If you have a pool, you may qualify for a Pool Fill Adjustment on sewer only. This is a **courtesy** adjustment one time per calendar year by the City. Please fill out the [Pool Fill Adjustment Form](#) and return it to our office to see if you qualify.

Senior Discount Program

If you are 65 or older, you may qualify for a reduced trash rate. This rate applied to primary residence only. Please fill out the [Senior Trash Form](#) and return it to the Utility Billing office.

CONTACT US

Customer Service

1700 1st Street
Seabrook, TX 77586

Contact Info

Ph: (281) 291-5600

Fx: (281) 291-5690

[Email Us](#)

Myra Perez

Supervisor

Ph: (281) 291-5675

[Email Myra](#)

Donna Cunningham

Front Desk

Ph: (281) 291-5713

[Email Donna](#)

Joann Ashbey

Front Desk

Ph: (281) 291-5734

[Email Joann](#)

How To Adjust Your Utility Bill

Have A Large Utility Bill?

If you feel your bill is higher than normal, per City Ordinances, Sec. 86-37 & 38, residents are allowed to apply for adjustments on their utility bills. We offer three (3) types of adjustments, but only one (1) type of adjustment can be made in a twelve (12) month period. Most adjustments will appear on your next bill after the high consumption month has been billed.

1. Leak Adjustment. A user may request an adjustment of a utility bill because of loss of water through a defect in the user's water system. The adjustment may be made for a period not to exceed six (6) consecutive monthly billing periods preceding the filing of a written application on the Leak Adjustment Form. No adjustment will be authorized until the leak in the system is repaired. The adjustment will be calculated using average water usage, which will be the last twelve (12) months prior to the leak, plus one-half of the actual usage in excess of the average for the billing periods(s) to be adjusted. The City will absorb 50% of the difference between the high bill and your average bill.

2. Unusually Large Bill Adjustment. If you have a bill greater than 160% of your average water usage, a user may apply for an unusually large bill adjustment for water and sewer services. The reason for the adjustment must not be a leak, new equipment or new facilities that use water. If these conditions are met, the user's water and sewer bill may be recalculated using 160% of average water usage. We can only adjust using one (1) month out of the last six (6) consecutive monthly billing periods preceding the filing of a written application on the Unusually Large Bill Adjustment Form. That means if there is more than one (1) month of billing that is of concern, we can only adjust using the largest month of the last six (6) consecutive billed months. The adjustment will be calculated using average water usage, which will be the last twelve (12) months.

3. Pool Refills. Pools refilled with metered water within the last 90 days are eligible for a sewer adjustment based on the number of gallons used during the time it took to refill the pool. We will only adjust if your pool was refilled on your water meter (non-irrigation meter). Swimming Pool Adjustment Form.



WATER LEAK ADJUSTMENT TO BILL

The City offers leak adjustments to customers under certain circumstances to encourage repair of the leak and to limit the amount of wasted water. When requested by the customer, the Utility Services Department will adjust a water bill upon presentation of a paid plumber's statement/receipt and a detailed written statement prepared by the customer which indicates:

- The leak has been repaired
- The type of repairs made
- The water leak was not reasonably detectable from the surface (The Customer Service Representative may request additional information before determining if a water leak was reasonably detectable based upon the facts presented.) A customer may receive only 1 leak adjustment during a 12-month period.

If the request for adjustment is approved, the authorized adjustment will be up to 1/2 the total amount of the largest bill in the previous 3 months less the customer's normal water usage (for example: normal monthly usage is 10,000 gallons, with leak of 20,000 gallons, the adjustment will be for amount equivalent to 5,000 gallons).

Adjustments will be made after the customer's consumption has returned to normal usage. Seeing that consumption has returned to normal usage may take a full billing cycle and depending on the timing of the customer's request, and the adjustment, if approved, may not be applied for up to two (2) months.

Contact Us

UTILITY SERVICES

[Email Utility Billing](#)

Physical Address

285 Uptown Boulevard

The requirements and process for applying for each one are detailed in the tabs below.

What you can do

- Practice-water saving tips
(<https://www.fortworthtexas.gov/departments/water/savefwwater/residents/way-to-save>)
- Check for leaks
(<https://www.fortworthtexas.gov/departments/water/savefwwater/residents/leaks>)
- Learn more about water conservation
(<https://www.fortworthtexas.gov/departments/water/savefwwater>)

Leaks

Water leak repair adjustment

1

Gather documentation

To request a water leak repair adjustment, provide Water Customer Service the following information **within 60 days of the leak repair**.

- A copy of the repair receipt or paid in full invoice
- Your Fort Worth Water account number
- The property address where the repair took place
- Range of high bill dates caused by the leak
- The date and description of the repair

2

Where to send documentation

Send the above information to Water Customer Service by one of the following methods:

- **Email:** MyWaterAccount@FortWorthTexas.gov
(<mailto:MyWaterAccount@fortworthtexas.gov>)
- **Fax:** 817-392-8137 Attn: Water Bill Adjustment

- **Mail:**
 Fort Worth Water Department
 Attn: Water Bill Adjustment
 P.O. Box 870
 Fort Worth, TX 76102

- **In person:**
 908 Monroe St.
 Fort Worth, TX 76102

3

Applying adjustments

If eligible, up to two consecutive billing periods affected by the leak may receive an adjustment equal to 50 percent of the difference above the average water use. This is determined by using the six-months usage prior to the leak or prior years' relevant use for seasonality.

It may take up to two billing cycles after the repair to determine if all leaks are sufficiently repaired and if the water use has returned to average use.

The adjustment is applied as a credit to your account.

Accounts receiving leak adjustments are ineligible for another water leak repair bill adjustment for the next 12 months.

Unexplained high bills

Undefined high water use bill adjustment

1

How to apply

To submit an application for a non-leak, high water bill adjustment, you must:

- Be a single-family residential water customer and the account holder,

Leak Adjustment Request



Today's Date:

Account number:

Location Address:

I _____ had a leak on my property located in _____
Customer Name Location of Leak
_____. Please refer to the attached receipt showing that the
Location of Leak
repairs have been completed. I am requesting for my account to be reviewed to determine if it
qualifies for a leak adjustment.

*****Please read and initial the following statements*****

_____ I understand that submission of this request does not automatically qualify my
Initials account for an adjustment.

_____ I understand that during the review of my account, I am responsible to pay or make
Initials payment arrangements with regards to the balance on my account.

Customer Signature: _____

Contact Phone Number: _____

****You may send attachments to Waterbilling@pearlandtx.gov or bring in a physical copy to our offices at 3523 Liberty Dr. or 2555 Cullen Parkway.**

ADJUSTMENT CREDITS

One credit adjustment in a twelve month period, per property address is given for a concealed leak. The amount of the credit will be determined by calculating 50% of the water loss based on the date of the repair. If the adjustment is granted, you will be contacted by mail with the dollar amount being credited to your water account.

In order to receive this credit, the customer must provide a receipt stating repairs have been made, the date and the location of such repairs; or a receipt for the repair or parts as evidence that the high consumption actually resulted from a hidden water leak that is now repaired.

REQUEST FOR ADJUSTMENTS

Request for an adjustment must be submitted within twenty (20) days of the date that the leak is identified. A credit is issued on the billing for the highest consumption, not to exceed sixty (60) days, during the time of the leak.

PAYMENT INFORMATION

The customer will be responsible for paying the remaining amount by the due date of the current bill.

If additional time is needed to pay the water bill, you must contact DeSoto Water Utilities at 972.230.9627 and press "7" to speak with a customer service representative. All payout arrangements or extensions must be made in writing.

OTHER LEAK ADJUSTMENTS

Adjustments are not normally issued for sprinkler head leaks, toilet leaks, dripping faucets or other above ground leaks. However, they will be reviewed if an unusual situation occurs.