ONE TIME LEAK ADJUSTMENT

Customer Name _____

Service Address _____

_____

Phone Number _____

Alternate Phone Number _____

Today's Date _____

Type of Leak _____

_____

_____

_____

_____

_____

_____

_____

Date Leak Found _____

Date Leak Repaired _____

Customer Signature _____

Adjustments are NOT made for high usage.

It is the policy of AMUD that any water that goes through the meter is the responsibility of the customer. Occasionally, even the most conscientious customer can experience a substantial increase due to a leak or break in their plumbing. However, our desire to be responsive needs to be tempered by responsibility to all AMUD customers.

AMUD will provide a ONE TIME water leak adjustment for catastrophic water loss due to customer waterline leaks.

AMUD will split the cost of the leak with the Customer using the following formula:

([leak usage] – [monthly average usage]) / 2 = [gallons credited]

In order to process an adjustment, copies of your receipts showing that repairs have been made and the date repairs were completed will be required. Service Representative is to verify the follow information:

- The customer name matches the name on the bill
- The service address on the bill matches the customer's service address
- The date on the bill is within the last 30 days
- The invoice clearly states service rendered is a leak repair

In the event that the remaining balance owed by the customer still exceeds their ability to pay lump-sum, arrangements can be made to pay out the remaining balance over a period not to exceed 6 months.

ONE TIME LEAK ADJUSTMENT

Months Usage
Consumption from Bill _____

_____

Average Usage
Consumption from last two year history, (current month +/- month to account for seasonal fluctuations)

_____

_____   _____

_____   _____

_____   _____

Amount of Leak
[Months Usage] – [Average Usage]

_____

AMUD Credit
Divide [Amount of Leak] by 2

_____

_____ @ $ _____ = _____

_____ @ $ _____ = _____

_____ @ $ _____ = _____

TCEQ = _____

UTGCD = _____

Credit Customer Account
Total Customer Credit

$ _____

Months Usage
Consumption from Bill _____

_____

Average Usage
Consumption from last two year history, (current month +/- month to account for seasonal fluctuations)

_____

_____   _____

_____   _____

_____   _____

Amount of Leak
[Months Usage] – [Average Usage]

_____

AMUD Credit
Divide [Amount of Leak] by 2

_____

_____ @ $ _____ = _____

_____ @ $ _____ = _____

_____ @ $ _____ = _____

TCEQ = _____

UTGCD = _____

Credit Customer Account
Total Customer Credit

$ _____

Comment Code – OTL

_____ / _____ / _____   _____ , _____ $ _____
Date of Adjustment   Total Gallons of Leak   Adjustment Amount

_____ - _____ - _____   _____ / _____ / _____ $ _____
Customer Account Number   Date Customer Contacted   Total Due After Adjustment

20110623