

# Customer Request for a Water Leak Adjustment

Owner of Record:	
Customer's Name:	
Service Address:	
Account Number:	
Phone Number:	
Email Address:	
When was the leak found:	
Location of leak:	
Type of leak:	
How long there was a leak:	
When was it repaired:	

The following **MUST** accompany this Water Leak Adjustment Request Form to be reviewed and considered.

Written letter from Customer attached.

Was the repair completed within ten (10) days after the leak was discovered.

Paid receipt from a Contractor OR store receipt if the Owner completed the repair.

A leak adjustment has not been issued during the past 24 months for this address.

I/We understand that if a billing adjustment if approved, it will not exceed 60 days prior to the leak.

If the Customer is not the Owner of Record, attached is a certified letter from the Owner of Record that they are aware of the leak.

I / We have received and understand the Town of Florence, Arizona Code of Ordinances, 50.145 Meter Reading, Billing, and Collecting.

I / We have received and understand the Town of Florence, Arizona Water Leak Adjustment Process.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

TO BE COMPLETED BY UTILITY BILL DEPARTMENT		
Received By:		
Date Received by Finance:		
TO BE COMPLETED BY PUBLIC WORKS DEPARTMENT		
Received By:	Susan Jonas, Public Works Department, Water Division	
Date Received By PW:		
Reviewed By:	Timm Wainscott, Public Works Department, Water Division Superintendent	
Date Reviewed:		
Reviewed By:	Christopher Salas, Director of Public Works	
Date Reviewed:		
LEAK ADJUSTMENT SUMMARY		
APPROVAL DATE:		
DENIAL DATE:		
DENIAL REASON:		
Notification Letter Sent:	Date:	VIA
Utility Billing Notified On:	Date:	VIA



Town of Florence  
Finance Department  
P.O. Box 2670  
Florence, AZ 85132  
(520) 868-7680  
[www.florenceaz.gov](http://www.florenceaz.gov)

## **TOWN OF FLORENCE, ARIZONA CODE OF ORDINANCES**

### **§ 50.145 METER READING, BILLING AND COLLECTING.**

(K) When an apparent or hidden leak has been determined or discovered in the customer water service, and the customer has the leak repaired within five days after being notified by town personnel or electronically by the WaterSmart system, or having discovered the leak, or if the customer does not own the premises to which the water service is furnished, if certified in writing to the town that he or she notified the owner of the premises of the leak within ten days after being notified or having discovered the leak, and adjustment of the customer's water and sewer charge may be made after evaluation from the Utility Department and the determination of the Finance Director. The water bill adjustment shall be for a period not exceeding 30 days prior to repair of the leak or, in the case of a customer who does not own the premises, 30 days prior to the notification of the leak, by the customer to the owner, and the charge for water service for the 30-day period may be adjusted downward in the amount of one-half the normal charge for the water service as to the owner of the premises. No adjustment shall be made to the charge for water service to any customer more often than once every two years for any one location. Sewer charge shall be made at the normal or average water usage for the period being adjusted. Consideration may be given to average monthly usage in the same year or prior period(s) in the previous year. The Finance Department will provide the adjustment and provide communications with the customer. Only the responsible party on the utility billing shall be able to request and receive adjustments.

**Town of Florence  
Water Leakage Adjustment Process**

**STEP 1 – What is Required by the Owner of Record**

- 1) Customer written letter to the Town with the details of their request to include;
  - Account Number
  - Complete address where the leak occurred
  - Legible name of Requestor
- 2) The repair was completed within 10 days after leak was discovered
- 3) The letter is written by the Owner of record
- 4) The bill adjustment shall be for a period not to exceed 60 days prior to the leak
- 5) Receipts from a contractor or store if the Owner completed the repair
- 6) A leak adjustment has not been issued during the past 24 months on the same address

If the letter comes from someone other than the Owner of Record

- 7) A certified copy of the letter notifying the Owner of Record that a leak is present

If the above is received by the Utility Billing Department, the water Leak Adjustment Request is submitted to the Water Superintendent and the Public Works Director for review.

**STEP 2 – Town conducts an Account Review**

- Depending on the written letter, the account audit would go back no more than 60 days
- Determine the “NORMAL” charge for the particular month by going into the account history 24 months and/or 12 months – then determine the average
- Once the “NORMAL” bill is averaged, Town Code states that the water service for the period stated in the letter may be adjusted downward in the amount of one-half the normal charge for the water service as to the Owner of the premises.
- Note that Sewer services are not taxed
- Subtract the “NORMAL” AVERAGE from the utility bill in question to get the adjusted amount

**EXAMPLE**

MONTH 2019 - WATER		MONTH 2019 - SEWER		MONTH 2019 - TAX	
	TAXED		NOT TAXED		
Oct-18	\$ 35.55	Oct-18	\$ 42.33	B16	\$ 313.45
Nov-18	\$ 35.15	Nov-18	\$ 41.62	x 9.27%	\$ 29.06
Total	\$ 70.70	Total	\$ 83.95		
AVG = 'NORMAL'	\$ 35.35	AVG = 'NORMAL'	\$ 41.98		
1/2 AVG per Town Code	\$ 17.68			TAX 2019 Bill	\$ 30.60
				Subtract F6	\$ 29.06
DEC 2018 Month Bill	\$ 331.12	DEC 2018 Month Bill	\$ 261.10		\$ 1.54
Subtract B11	\$ 17.68	Subtract D9	\$ 41.98		
	\$ 313.45		\$ 219.13		
<b>TOTAL ADJUSTMENT</b>					
<b>WATER</b>	\$ 17.68				
<b>SEWER</b>	\$ 219.13				
<b>TAX</b>	\$ 1.54				
<b>TOTAL ADJUSTMENT</b>	\$ 238.34				