

Dear Water Customer:

On the reverse side is the City's Water Leak Report Form. To be eligible for a credit on water lost due to a reported leak, the following criteria must be satisfied:

- ❑ Most recent billing (last 30 days) demonstrates an increase in consumption
- ❑ A leak in water service on the customer's side of the meter is located and repaired
- ❑ A Water Leak Report form is filed within 30 days of the bill demonstrating a leak, and
- ❑ Water consumption returns to historical levels following repair of the leak (requires a full 60 days billing cycle after the leak is repaired).

Credits, if granted, will be for the water billed on the customer's most recent consumption cycle attributed to the leak reported.

A detailed evaluation of leak report forms requires a full consumption cycle (approximately 60 days) after the leak is repaired for the City to make a determination.

Provided the length in evaluating each claim, customers should continue to remit minimum payment as detailed on the monthly billing statement while a leak review is pending. If an evaluation of the account determines a leak was present, the account will receive an appropriate credit for water lost. Customer will be granted one credit per 12 month period.

Please feel free to contact the Finance Department at (530) 527-2605 should you have any questions.

Mail completed form to:

**Finance Department
555 Washington Street
Red Bluff, CA 96080**

