

## REQUEST FOR ADJUSTMENT DUE TO WATER LEAK



City of Bellbrook  
Utility Billing  
15 East Franklin Street  
Bellbrook, Ohio 45305  
T (937) 848-4638  
[www.cityofbellbrook.org](http://www.cityofbellbrook.org)

To request a leak adjustment, please complete the following:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Service Location: \_\_\_\_\_

Account Number: \_\_\_\_\_ Meter Number: \_\_\_\_\_

How many individuals live at the property? \_\_\_\_\_

Who Completed Repair: \_\_\_\_\_ Repair Date: \_\_\_\_\_

Please describe the nature of the issue (e.g., water softener malfunction, toilet leak, etc.):

Please submit this form along with documentation of the repair (e.g., a receipt for parts used for the repair, plumber's invoice, etc.). No adjustments can be made until the problem is fixed and proof of repair is provided. Please note that submitting this request does not extend the due date on your billing statement and does not relieve you of the obligation to pay the full balance on the due date.

Signature: \_\_\_\_\_

**NOTICE:** Leak adjustments are made following the City of Bellbrook's Code of Ordinances, *Section 1042.12 – Billing adjustments*, outlined below:

Adjustments to bills for billing errors such as incorrect readings, incorrect service starting and/or ending dates may be granted by the Utility Billing Department. Adjustments for billing errors are limited to three years from the current billing date except in the case of fraud or criminal act. All other adjustments must be approved by the City Manager or his/her designee.

The City may adjust the bill for customers who have a repairable plumbing problem (leak) resulting in excess water usage. Adjustments are subject to the following:

- (a) The customer must make written application to the City within 30 days of receiving the billing with the excess water usage.
- (b) The customer must demonstrate that the leak was discovered as a result of the billing process and was otherwise undetectable.
- (c) The problem must be repaired and proof of repair must be provided. No adjustments can be made until the problem is fixed and proof of repair is provided.
- (d) Adjustments are limited to the last two meter readings.

Excess water usage is defined as a 200 percent increase in usage over the customer's average quarterly usage for the previous 12 months. If an adjustment is deemed appropriate, the adjustment will be 50 percent of the difference between the customer's previous 12 month quarterly average and the excess water usage. For new buildings with less than one year of usage history, the Utility Department shall substitute the average quarterly use for that type and size of building and family size on the City Water System.