



Administrative Services Department
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Phone: (707) 838-1004
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Report of High-Water Use or Water Leak

Utility Account Number: _____

Customer Number: _____

Service Location: _____

This form is being provided to report unintended high-water use or water leak(s) for the service location listed above. To begin the review process, the service location cannot have an adjustment granted in the past three (3) years.

To begin the review process, the following conditions must apply.

- High-water use or water leak must be 50% higher than the same billing period in previous years
 - If high-water use or leak occurred inside the property – no sewer adjustment
 - If high-water use or leak occurred outside the property – usage must exceed Tier 1
 - The adjustment will be based on the difference between the billing rate assessed and the Town’s wholesale rate
- Submission of this form must occur within sixty (60) days of high-water use or leak repair
- Water usage must return to normal before account review will be considered
- Water leak must not be the result of willful or negligent acts on the part of the account holder or occupants of the property
- Adjustments will be granted but every three (3) years under the same account holder

The review process may take up to two (2) billing periods to ensure water usage has decreased as a result of a repair or modified conditions. Submission of this form with applicable repair invoice or sales receipt does not preclude payment of your bill, and should an adjustment be granted, the adjustment will be applied as a credit. If your account qualifies for an adjustment, the credit applied will be based on the Town’s wholesale rate. If necessary, a payment arrangement may be made by contacting Administrative Services Department at (707) 838-1004 or by email at ub@townofwindsor.com.

Account Holder Name: _____

Owner: _____ or Tenant: _____ Email: _____

Home Phone: _____ Cell Phone: _____

Number of people living in the home (including children): _____

Date high-water use/leak occurred: _____

Date high-water use/leak modified or repaired: _____

Complete other side of form

Provide description of high-water use or water leak:

Signature of Account Holder

Title (Owner, Tenant, Manager)

Print Name

Date

Office Use Only

Date form received: _____

Prior adjustment: YES NO

Average water usage: _____

Credit: _____ Water or Sewer

Winter Average: _____

Adjustment completed:

Attach to account:

Memo:

Emailed or called Customer:

Completed by: _____

Date Completed: _____

Notes: