



CUSTOMER SERVICE DEPARTMENT

11250 North 56<sup>th</sup> Street

(813) 506-6420

## Water/Wastewater Leak Adjustment Request

### **Sec. 22-149. - City not responsible for water loss from leaks, etc., on private property.**

The city shall not be responsible for any loss of water from leaks or otherwise on the private property of a consumer, and shall be under no obligation to make adjustments for such leaks. (Code 2001, § 21.250).

If you have experienced a leak on your property and it has impacted your utility bill, please use the following information to complete the Water/Wastewater Leak Adjustment Request Form to request an adjustment to your bill.

- Complete a copy of the Water/Wastewater Leak Adjustment Request Form which accompanies this document within 60 days of discovery of the leak.
  - Be sure that all of your correspondence to the City of Temple Terrace Customer Service includes your service address, your current utility account number and your daytime telephone number.
  - After you have repaired a leak on your property, please provide the following information to document your repair activities and your costs:
    - ✓ a completed Water/Wastewater Leak Adjustment Request Form a copy of your plumber's bill.
    - ✓ a letter outlining what was repaired ; be sure your letter includes the date of repair.
    - ✓ all receipts for materials.
  - Submit the required form and documentation via e-mail to [customerservice@templeterrace.com](mailto:customerservice@templeterrace.com), fax to (813) 506-6421, or US mail to: City of Temple Terrace, 11250 North 56<sup>th</sup> Street, Temple Terrace FL 33617
- When the City of Temple Terrace Customer Service receives all the required information, we will review your water use over the past 12 months or adequate previous history available, to determine your average annual water consumption. Only one adjustment will be allowed in a consecutive twelve month period (the highest month) and will only occur after all leaks have been repaired and verified with an actual meter reading.
- If your bill is too large to pay in one month, please contact the Customer Service at (813) 506-6420 to request a payment arrangement.



**TEMPLE TERRACE**  
*Amazing City. Since 1925.*

### Water/Wastewater Leak Adjustment Request Form

This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by e-mail, phone, or letter if the request cannot be granted, or if additional information is needed. Only one adjustment will be allowed in a consecutive twelve month period (the highest month) and will only occur after all leaks have been repaired and verified with an actual meter reading. The City of Temple Terrace's water rates are available on our web site at <http://templeterrace.com/index.aspx?NID=135>.

When determining the credit, we compute your average annual water consumption and recalculate all water use above the average or 8,000, whichever is greater, to the lower rate. If your utility account does not have at least one year of history of water consumption, it may not be possible to review your account for a credit until such time as a "normal use" history is available.

Customer Name: \_\_\_\_\_ Account #: \_\_\_\_\_ -

Service Address: \_\_\_\_\_ Daytime contact phone: \_\_\_\_\_  
 (\_\_\_\_) \_\_\_\_\_

Type of Leak:  Service line/Slab  Inside House  Other \_\_\_\_\_

Date Leak Occurred \_\_\_\_\_ Date of Leak Repair \_\_\_\_\_

Brief Description of leak and repair:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Documentation submitted:

Plumbers /Store receipt:

Repair Affidavit

Submit the required form and documentation via e-mail to [customerservice@templeterrace.com](mailto:customerservice@templeterrace.com),

fax (813) 506-6421, or mail to: City of Temple Terrace, 11250 North 56<sup>th</sup> Street, Temple Terrace FL 33617

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*Reps initials*