



Leak Appeal or Drought Surcharge Appeal

Please read the following information to determine which appeal you qualify for.

What is a Leak Appeal Adjustment?

City Code Chapter 13; Section 13.03.014 allows Fair Oaks Ranch Utility (FORU) customers to request a water loss appeal adjustment when a water leak occurred resulting from a pipe failure. *Pipe failure does not include any landscape irrigation or component of said, valves, faucets, hoses, and any mechanical equipment malfunction, such as water softeners, hot water heaters, washing machines or other similar equipment.*

Upon discovery/notification of a water leak, to be eligible for consideration of a water loss adjustment, the pipe failure causing excess consumption shall be **repaired within 30 days of discovery/notification**. If excessive water consumption is determined and proven to be the result of pipe failure, the requestor is entitled to an allowance from the current tiered water volume charge. Customers are responsible for all water that passes through the meter even when excessive water consumption is determined and proven to be the result of a water leak.

What is a Drought Surcharge Appeal Adjustment?

City Code Chapter 13; Section 13.03.12 allows Fair Oaks Ranch Utility (FORU) customers to request a Drought Surcharge Appeal adjustment when they experience an *extreme leak** during the initiation of Drought Stages pursuant to the Drought Contingency Plan. A Drought Surcharge Appeal may be considered for any leak found on the customer's property so long as it meets the appropriate criteria.

**Extreme Leaks are defined as a leak that causes a utility customer's monthly consumption to exceed their two-year average for that same month by double. If two years of water consumption is unavailable, water consumption must be more than three times the amount used from the previous month.*

To be eligible for consideration of a drought surcharge adjustment, the cause of excess consumption due to a water leak shall be **repaired within 30 days of discovery/notification**. If excessive water consumption qualifies for the appeal, the requestor is entitled to the removal of drought surcharges for the consumption lost from the leak. Customers are still responsible for all water that passes through the meter even when excessive water consumption is determined and proven to be the result of a water leak.

For both appeal requests, customers are responsible for all water that passes through the meter even when excessive water consumption is determined and proven to be a result of a water leak. Notification of the outcome will be mailed to you. **Please allow us at least six (6) weeks to process your leak appeal.**

Certain leaks may be applicable for both appeal processes. Please choose one or the other or both when requesting a leak adjustment.



Leak Appeal / Drought Surcharge Appeal Request Form

util@fairoaksranchtx.org

Choose all that apply: Leak Appeal Drought Surcharge Appeal

Complete all fields and attach supporting documentation.

Service Address	Account Number
Account Holder Name	Request Date
Mailing Address: (if different)	

Description of Leak and Repairs:		
Date Leak Started	Date of Repair	Mo. of water loss adjustment
➤ I am requesting a water loss adjustment and/or drought surcharge adjustment to my water bill for a leak/extreme leak that occurred at my service address. ➤ I acknowledge a paid invoice from an appropriate repair service or receipt(s) for parts and/or supplies is attached as required to review my request.		
Customer Signature		Date

To file a Leak Appeal and/or Drought Surcharge Adjustment request, submit the following to City Hall by mail, email, or in person within 30 days of discovering the leak:

- This completed form
- A copy of a paid invoice from an appropriate repair service or receipt(s) for parts and/or supplies when self-repaired.
- Photo(s) of the location of the leak and/or repairs (when possible).

Appeal will not be accepted if incomplete and/or is missing required documentation.

Internal Use Only:	Leak ☐ Approved ☐ Denied	Drought Surcharge ☐ Approved ☐ Denied	Initials:
Notes:			