



FAIR OAKS RANCH UTILITIES
 7286 Dietz Elkhorn
 Fair Oaks Ranch, TX 78015
 Direct 210-698-7685 Fax 210-698-3565
util@fairoaksranchtx.org

**Fair Oaks Ranch Utilities
 Water Leak Adjustment Request Form**

City Code Chapter 13; Section 13.03.14 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, 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 due to a water leak 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.

Print Name: _____ Date: _____

Mailing Address: _____

Account Address: _____ Account Number: _____

Description of Leak: _____

Month Leak Repaired: _____

I am requesting an adjustment to my water bill for a water leak caused by a broken pipe at my service address.

I acknowledge a paid receipt/invoice for repairs of service and/or parts is attached as required to review my request.

 Customer Signature Date

Requestor shall submit this form, within 30 days of discovering a water leak, to FORU with a copy of an invoice from an appropriate repair service, or receipt(s) for parts or supplies when self-repaired.



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LEAK ADJUSTMENT REQUEST FORM WILL NOT BE ACCEPTED UNLESS ALL INFORMATION IS COMPLETED AND ALL REQUIRED SUPPORTING DOCUMENTATION IS ATTACHED.