

LEAK ADJUSTMENT REQUEST FORM

LMUD Lakeway Municipal Utility District
1097 Lohmans Crossing Rd.
Lakeway, TX 78734
Office: (512) 261-6222 | Fax: (512) 261-6681
Email: customerservice@lakewaymud.org

Consideration: An adjustment request will only be considered if a request is received within one (1) calendar year from the Billing Period(s) associated with the adjustment request. A potable water service adjustment will be considered only if a Customer's potable water usage exceeds the previous year's usage by 30,000 gallons and is attributed to a leak that was repaired prior to the requested adjustment. If it is determined that the Customer qualifies for a leak adjustment, a credit will be issued to the associated Account and the remaining billable water use will be adjusted in accordance with the current Rate Order, pending approval by the General Manager or Board of Directors if required. If it is determined that the Customer does not qualify for a leak adjustment, consideration will be made if the excess water use qualifies as negligence and is susceptible to "non-compliance" penalty fees as outlined in the current Drought Contingency Plan and Rate Order.

Customer First Name	Customer Last Name
Service Address	
Primary Telephone Number	Primary Email Address
Date Leak Started (suggestion: log in to Account WaterSmart portal)	Date Leak was Repaired

Did you receive notification(s) from LMUD about the leak?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
---	------------------------------	-----------------------------

Please describe details of how you discovered the leak and repaired it:

Please enclose all invoices and/or documentation evidencing the leak and confirming that the leak has been repaired.

Customer Signature	Today's Date
--------------------	--------------

For Personnel Department Use Only				
Type of Leak	<input type="checkbox"/> Service Line	<input type="checkbox"/> Irrigation	<input type="checkbox"/> Other	Describe 'Other'
Leak Confirmed Repaired?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date Leak Ended	
Prior Year's Usage Date Range	Prior Year's Usage Consumption	Applicable Billing Period Date Range	Applicable Billing Period Consumption	
Remarks				
Qualifies for Adjustment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Requires Approval?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Details				