Texas Water Utilities

Courtesy Leak Adjustment Guidelines & Request Form

Purpose: The purpose of these guidelines is to provide a credit adjustment to the water and/or sewer account of a customer who has experienced an emergency situation involving the loss of metered water. The excess water metered will have occurred as a result of conditions beyond normal and reasonable control of the customer or other parties responsible for the use, care and maintenance of fixtures and devices that are a part of the customer's water service system.

Although there is no obligation for Texas Water Utilities (TWU) to adjust accounts when the water has been metered properly, it is the desire of the Company to encourage customers to make prompt and permanent repairs and to show consideration for the unusual circumstance by sharing the cost of excessive billing charges.

Customer Responsibility: It is the customer's responsibility to promptly discover and stop the loss of water. In addition, the customer is responsible for making arrangements to repair, or have repaired, the fixture or device causing the water loss in a timely manner.

The customer must complete the Courtesy Leak Adjustment Request Form to provide information describing the emergency situation or circumstances that resulted in the loss of water. This should include cause of the water loss, when the problem was discovered, what action was taken to stop the loss of water, and the arrangements made for repairs.

When the repair is completed, the customer must provide a copy of the plumber's bill or a statement of materials purchased if the repair was performed by the customer.

Conditions: TWU will consider a leak adjustment using the following conditions and criteria:

1. Only significant leaks will be eligible for a leak adjustment. For these guidelines a "significant leak" is defined as a leak that results in a loss of gallons estimated to be 2 times the average monthly gallons consumed as calculated under the section entitled "Adjustment Procedure," found below.

2. The customer account must be paid in full and kept current until the leak adjustment is reviewed and a decision is made. If necessary, the customer may contact a Customer Service Representative to make a payment arrangement.

3. The customer must submit a completed Courtesy Leak Adjustment Request Form provided by TWU.

4. Not more than one (1) such adjustment will be made for any given twenty-four (24) month period per customer at that location.

5. No adjustment shall be made when the request for the adjustment is received more than ninety (90) days after the billing date of the bill to be adjusted.

6. Adjustments will not normally be allowed for water loss arising from carelessness, negligence or lack of due diligence on the part of the customer, as it is the customer's responsibility to promptly discover and stop the loss of water. Non-eligible requests include any new construction of a residence or business within one year or less of completion which would have recourse under a warranty.

7. Only accounts that are individually metered are eligible for an adjustment.

8. Adjustment amounts must be $25 or greater. No adjustments will be made that are less than $25.

Adjustment Procedure:

For Water Only Accounts

1. If approved, the consumption during the period of the leak is adjusted at the lowest billing tier.

2. The resulting amount will be a courtesy leak adjustment and credited to the customer's bill.

Sewer Accounts

1. If a customer requests an adjustment to their sewer seasonal average, another three consecutive months will be used, or the previous year's seasonal sewer average.

Texas Water Utilities℠

Courtesy Leak Adjustment Request Form

Return To:

Texas Water Utilities
2150 Town Square Place,
Suite 400, Sugar Land, TX
77479

Fax: 512-339-0809

For office use only:

Date Received: _____

Repair Bill: _____Yes _____No

Leak Credit Amount: $ _____

Approved/Denial Date: _____

Approval Signature: _____

Customer Information

Name on Account: _____

Account Number: _____ Contact Phone Number: _____

Service Address: _____

Leak Repair Information

Date Leak Discovered: _____ Date Leak Repaired: _____

☐ Professionally Repaired ☐ Self Repaired ☐ Documentation Attached

Description of leak and repair:

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your water bill. Please read the Courtesy Leak Adjustment Guidelines which contain the applicable conditions the company considers prior to offering a leak adjustments to customers. Once the review is complete, you will receive notification of results from the Customer Service office.

Please return the completed Request form along with copy of repair bill, if applicable, to the return address provided above.

I have read, understand and agree with the leak adjustment guidelines.

Signature: _____ Date: _____

Form Last Revised – September 15, 2026