

Water Leak Repair Adjustment Application

Fort Worth Water allows single-family residential accountholders to apply for a credit adjustment for repairing a leak, provided that the customer:

- submits this signed application within 60 days of the repairs being completed, and
- provides copies of the repair receipts or paid in full invoice.

Please complete the entire form; any missing information may delay the processing of this application or cause the application to be rejected.

Name (as listed on account): _____

Service Address: _____

Account Number: _____ Phone Number: _____

Email: _____

Range of high bill dates caused by the leak (as printed on the bill): _____

- Date of repairs: _____
- Description of repairs: _____

Signature of accountholder: _____ Date: _____

- If eligible, up to two consecutive billing periods affected by the leak may receive an adjustment equal to 50 percent of the difference above the average water use. This is determined by using the six-months usage prior to the leak or prior years' relevant use for seasonality.
- It may take up to two billing cycles after the repair to determine if all leaks are sufficiently repaired and if the water use has returned to average use.
- The adjustment is applied as a credit to your account.
- Accounts receiving leak adjustments are ineligible for another water leak repair bill adjustment for the next 12 months.

Send the completed, signed form within 60 days of the end date for the service period in question via one of the following methods:

Email: MyWaterAccount@FortWorthTexas.gov

Fax: 817-392-8137 Attn: Water Bill Adjustment

Mail: Fort Worth Water Utility
Attn: Water Bill Adjustment
P.O. Box 870
Fort Worth, TX 76102