



Aqua Texas, Inc.
Attn: Leak Adjustments
762 W Lancaster Ave
Bryn Mawr, PA 19010
Email: AquaLeakRequest@Aquaamerica.com

TEXAS LEAK ADJUSTMENT REQUEST FORM

Aqua is not responsible for leaks that occur at the customer’s property. However, Aqua may grant a credit adjustment to an account when a major leak has occurred on the customer’s *service line* which requires repairs and has caused significant excessive increase in consumption. Before Aqua will consider granting an adjustment, the leak must be repaired, and the appropriate written documentation must be provided to Aqua. Receipt of documentation in and of itself does not qualify a customer for a credit. A review of your documentation will determine if a credit can be granted. If your request is denied, you will be notified in writing.

Toilet leaks are considered homeowner maintenance and will not be eligible for a leak adjustment. This includes, but is not limited to, flush valves, tank ball, rod, floater, refill tube, and flapper seal issues.

Please complete, sign, and return this form to Aqua along with copies of repair bills and receipts that confirm the repair work that was done.

If approved, the credit will appear on your billing statement. Please allow two billing cycles for an approved adjustment to appear on your bill. The possibility of a credit adjustment will not prevent collection action on past due balances. Aqua may only grant one leak adjustment per account per calendar year.

Customer Name: _____

Customer Email: _____

Service Address: _____

City: _____ Zip: _____

Account Number: _____

Date Leak Fixed: _____ Phone Number: _____

Billing Month(s) Affected: _____

Customer Signature: _____ **Date:** _____

Copy of Repair Bill – attachment required.

Copy of Receipt – attachment required.