

LEVI WATER SUPPLY CORPORATION

P.O. BOX 490 ♦ 2757 ROSENTHAL PKWY

LORENA, TEXAS 76655-0490

(25) 857-3050 ♦ FAX: (254) 857-3226

accounts@leviwater.com

LEAK ADJUSTMENT POLICY

Levi Water Supply Corporation (LWSC) is not responsible for leaks that occur on the water lines of a customer's property that connects the water meter to the residence or building (s) and water lines that may extend to an outbuilding or secondary structure(s), water troughs or outside hydrants.

A leak adjustment may be granted when ALL of the following conditions are present:

Customer notifies LWSC of an excessive utility bill that may be related to a leak

Customer notifies LWSC of a leak they have discovered that could result in an excessive charge

Water consumption exceeds twice the customer's average consumption

Leak occurred on the customer's side of the meter

Plumber's receipt or other proof of repairs, confirming the leak was repaired
(*proof of repair shall include pictures and copies of receipts for parts & labor*)

Customer has not had a leak adjustment due to a leak within the past 12 month period

However, no leak adjustment will be granted where any of the following conditions exist:

Usage above the customer's average billing is due to seasonal usage such as watering of sod, grass, lawns, flower gardens, gardening, filling of swimming pools, whirlpools, saunas & spas, recreational water usage (slides), washing of vehicles and recreational vehicles.

Leak caused by a third party from whom the customer is able to recover their costs

When a leak continues for 2 or more months, no adjustment will be allowed for subsequent months.

If the water company representative or meter reader advises a customer of a leak and the leak is not immediately repaired, no adjustment will be allowed

The plumbing, fixtures, connections or pipes within the customer's control and the leak would be discovered with the customer's reasonable due diligence. Examples of leaks that would not be adjustable include, but are not limited to: toilet leaks, leaking faucets, hose bib connections or other readily accessible water pipes, supply lines or fixtures, lawn sprinkler systems including timers and controls, floats on water troughs, and defective timers on any watering devices

Adjustments will be made on the customer's average usage. The customer will pay the amount of their average bill plus all water used over their average usage at the lowest rate tier. If the excess usage crossed two months billing periods, two minimums must be paid.

Example: Customer's average usage is 20,000 gallons which equals 133.50. Due to a leak, the usage is 50,000 gallons which equals 311.00. LWSC would provide an adjustment to lower the 30,000 gallons above the average usage to the lowest rate tier (4.25 per thousand gallons). The total bill after adjustment would be 261.00.

Tips: We encourage all customers to survey their property for leaks and read and record their meter readings at periodic intervals to help recognize any significant or excessive water usage. You can view Customer Service Tab at leviwater.com for information on water meters.

Please see attached form to request a credit adjustment. The General Manager has the authority to grant a leak adjustment credit for the items that are included in this guideline. The General Manager does not have the authority to make any exceptions.

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REQUEST FOR LEAK ADJUSTMENT CREDIT

Customer Name: _____ Account #: _____

Service Address or Meter Location: _____

City: _____ State/Zip Code: _____

Date the Leak is Discovered: _____

Date Repaired: _____

Proof of Repair:

- Plumber's bill confirming the leak and the repairs that were made including parts
- Picture of leak before repairs are made and after repairs are made (if repaired by customer)
- Copies of receipts for parts (if repaired by customer)

Telephone: _____

Email: _____

Preferred Method of Contact:

- Mail
- Email
- Text
- Telephone

Please submit to: General Manager, Levi Water Supply Corporation

Jim Sheffield, General Manager

jim@leviwater.com

LWSC Office Use:

Billing Month: _____

Number of Gallons billed: _____ Amount of Bill: _____

Average Usage (last 12 months): _____

Adjustment Credit: _____