



City of Santa Fe

Application For Water Leak Credit

Service Address Number: _____ Name: _____

Address Mailing: _____

Account Address: _____

Telephone #: _____ Month Applying For: _____ (1 month Maximum)

Explanation: _____

- I am applying for a credit of high consumption due to a water leak. I have not received a previous credit of high consumption due to a water leak in this calendar year.
- The leak is repaired. I have attached a receipt or letter for the work from a plumber. _____ or I (or a friend) did the repairs and I have attached a receipt for applicable parts. _____
- I understand that this credit, if approved will disqualify me from any future credit due to a water leak (i.e., not recommended for small leaks) this calendar year.

I hereby apply for a credit due to a water leak. I have read and agree to the conditions presented on the reverse side of this application. I swear or affirm under penalties provided by the law that the information presented by me on this application is true and correct.

Signed: _____ Date: _____

Internal Use Only

_____ The customer's account was reviewed – current and past – and is attached. The criteria for the credit have been met and approval is recommended.

_____ Credit is not recommended because _____

Customer Service Representative: _____

Date: _____

_____ Approved _____ Denied

By: _____

Date: _____

Applicable City Ordinances

- Chapter 25, Exhibit A 10-B.1 – Responsibility of the Customer. The customer shall install, own and maintain all facilities beyond the point of delivery. The point of delivery is 18” past the water meter on the customer’s side of the meter.
- Chapter 25-3.2 A. (1) Wasting Water Prohibited. A customer shall not let water leave the customer’s property by drainage onto adjacent properties or public or private roadways or streets due to excessive irrigation and/or uncorrected leaks.
- Chapter 25 Exhibit A. 9 D (1&3). Discontinuance and Denying Restoration of Service. The City may discontinue service when the following occurs:
 1. Without prior notice (when):
 - d. There is a severe leak as determined by the City.
 3. With three (3) day notice (when):
 - b. There is a minor leak as determined by the City.

Please read carefully:

- Only **one** leak credit will be authorized each calendar year.
- The property owner and/or tenant agree to any investigation that the City deems necessary to confirm or verify the leak and/or the repair of the leak.
- The customer may be required to allow a Water Conservation Audit to be performed on the property.
- The leak must be located and repaired prior to the approval of any leak credit. The City, at its discretion, may discontinue water service as noted above under “Discontinuance and Denying Restoration of Service”.
- If the source of a leak is due to the theft of service or through vandalism, the customer must report the theft to the police. A copy of the police report must be submitted with this application. The City may require that the customer has addressed the problem of a future theft or vandalism, such as the installation of a faucet lock.
- Your account must clearly show a lower consumption for the same months in the previous year. (This requirement is not applicable if the current owner or tenant did not occupy the property during the prior year.)
- Copies of receipts or verification that the leak repair must be included with this application. Valid documentation of a leak repair consists of: Receipts of repairs performed by a certified plumbing business, receipts for parts purchased if the leak was repaired by the property owner or tenant, or a letter from a plumbing company, on the company’s letterhead, certifying that they repaired the leak.
- The credit will be applied on the next billing after the application is approved. The credit will be applied to the bill of the customer (property owner or tenant) responsible for the water portion of the bill.

Important notes:

- **Should the property owner or party in control of the property refuse to repair the leak in a reasonable time period, as determined by the City, no credit will be granted.**
- **No refund checks will be issued for leak credits granted.**
- **This policy is in effect only for leak credits applied for after the effective date of this policy.**