

CITY OF SANTA FE
ONE-TIME CREDIT FOR HIGH CONSUMPTION DUE TO UNKNOWN CAUSE

Name: _____

Mailing Address: _____

Account Address: _____

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

Explanation: _____

- I am applying for a credit for high consumption due to an unknown cause.
- I have not received a previous credit for high consumption due to unknown cause or a leak.
- I have no reason to believe that this was due to a leak, increased usage, a faucet or hose inadvertently left on, filling of a pool or hot-tub, increased landscape watering, increased number of persons in the home, children or neighbors using water, construction usage or any other known reason.
- I understand that this credit, if approved, will disqualify me from any future credit due to a leak (i.e., not recommended for small leaks) or credit due to unknown cause.
- I understand that I must make a payment consisting of my average bill for the month in question.

The credit, if granted, will be the average of the consumption for the same month last year and the month for which the credit is requested, divided by two times the applicable rate for water. Any applicable current surcharges will be recalculated on that level of consumption. **Please note:** The credit will not be granted for a six month period after the application has been received and reviewed by Customer Service. We require that water consumption for the next 6 months show normal average usage, otherwise a leak or increased usage is assumed and a credit will be denied

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

Signed: _____

Date: _____

Internal Use Only

Service Address _____

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

_____ Credit is **not** recommended because _____

Customer Service Representative _____

Date _____

_____ Approved _____ Denied By _____ Date _____

Please read carefully:

- Only **one** leak credit **or** Credit for High Consumption Due to Unknown Cause will be authorized for as long as the current owner owns the property. This credit, if approved, will disqualify the property owner from any future credit due to a leak or unknown cause.
- 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 Inspection to be performed on the property.
- Your account must clearly show a lower consumption for the same month in the previous year. (This requirement is not applicable if the current owner or tenant did not occupy the property during the prior year.)
- The high month must be at least 20% higher than any other month's consumption in the past 6 months.
- The customer must apply for the credit **no later than** 6 months following the occurrence of the perceived spike.
- The credit will be applied on the account **six months** after the application is submitted. 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:

- **No refund checks will be issued for unknown cause credits granted.**
- **This policy is in effect only for unknown cause credits applied for after the effective date of this policy.**
- **If the customer's account is determined to be delinquent, this application will not be accepted until all outstanding delinquent charges have been paid or if a current payment arrangement is on file.**