



Northwest Regional  
Water District

Northwest Regional Water District  
123 Smith Street  
McDermott, Oh 45652  
740-259-2789

A customer with a water leak must request a water leak credit within forty five (45) days after the leak is repaired. A customer may receive only one (1) water leak credit during a twelve (12) month period. The completed Request for Water Leak Credit application must have the repair receipts attached or the applicant must certify on the form that repairs were made without the need to purchase supplies. The leak credit is limited to two (2) months. If the leak occurred for longer than one(2) month period, the credit will be calculated for the largest months. Once approved, the credit will be included on the next utility statement. *Failure to pay the actual utility bill in anticipation of the credit does not prevent termination of service procedures should the account become delinquent.*

**Please attach a copy of the receipt to this form.**

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### Request for Water Leak Credit

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Account Number: \_\_\_\_\_ Do you have a pool?  Yes  No

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_ Round: Diameter \_\_\_\_\_ Depth \_\_\_\_\_

Date of Repair: \_\_\_\_\_ Rectangle L \_\_\_\_\_ W \_\_\_\_\_ D \_\_\_\_\_

Please describe in detail the reason for the adjustment request.

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**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

Date: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_ Approved \_\_\_\_ Denied

- The Water District:
  - Will only issue credit for actual water consumption.
  - Will not issue credit under \$10; \$10 is the minimum credit that may be issued.
  - Will not issue credit in excess of \$2,000; \$2,000 is the maximum credit that may be issued.
  - Will not issue credit for leaks related to water features (fountains, ponds, etc.), swimming pools, and hot tubs.
  - Will not issue credit for more than 2 billing periods.
  - Assumes no responsibility for damage, repairs or inspections necessitated by leaks.

**Please read carefully:**

- Only **one** leak credit will be authorized during a twelve month period.
- The property owner and/or tenant agree to any investigation that the District 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 District, at its discretion, may discontinue water service if not repaired.
- 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 District 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.
- The leak did not result from a willful or negligent act on the part of the customer/property owner.
- The customer can demonstrate the leak was repaired within 45 days of discovery.
- The customer's account is current, unless prior arrangements have been made.
- The customer has not received a leak adjustment within the past 12 months.
- Credits are not given for pool fills. If you have a pool, include dimensions. Volume of pool may be deducted from credit during season.
- If repairs are made without purchasing material, note in statement above and attach photo of repair.

**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 District, 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.**