



2601 Forest Creek Drive
Round Rock, Texas 78665

512.246.1400

Leak Adjustment Terms and Conditions

- Completion of this form does not guarantee an adjustment will be made to your bill. Some Utility's do not offer adjustments for leaks. Some Utility's may only allow adjustments for houseline leaks, and also may have limits on the number of leak adjustments allowed.
- **As your account must remain current to avoid additional charges or late fees, we suggest that you pay at least the amount of your "average" bill at this time, and pay the current amount for any future bills until the adjustment has been processed. *The balance due after your Leak Adjustment will typically be higher than your usual bill amount.***
- If your leak is not completely repaired, an adjustment will not be offered. Example: Simply turning the valve on a toilet or sprinkler system to the off position is not accepted as a repair.
- Failure to repair a controllable leak within a reasonable time (not exceeding 30 days) after notice from the Utility to repair the leak will constitute a violation of the Utility's rules.
- If the leak occurred during the winter averaging period, the Utility may establish an alternative winter averaging period for the customer.
- Under no circumstances will water be billed at no cost. All water recorded through the water meter will have a charge.
- If the leak occurred recently, the Utility will wait until the water meter is read again for the next billing cycle, and bills calculated for the month to determine the entire adjustment amount. *It takes an average of 30 days to process customer Leak Adjustment claims.* Your patience during this process is appreciated.
- **If you pay by automatic draft or credit card payment and cannot pay the full amount on your bill due date, you may call (512)-246-1400 to request to be removed from automatic payment, or you can de-enroll online at crossroadsus.com.** It is the customer's responsibility to re-instate auto-payment after the leak adjustment has been made.
- Example adjustment. Mrs. Jones experienced a leak on her irrigation system while she was on vacation. She returned to find the leak and had ABC Landscaping immediately complete an irrigation main line repair. The following month when she received her water bill she received a bill for 60,000 gallons of water during the 30 day period of the leak. The amount of water she normally uses during this time of year is 15,000 gallons per month. Her Utility charges a basic service fee of \$30.00/month and a water volume charge of \$3.75/1,000 gallons. Her Utility purchases water from the City of Watertown for \$3.00/1,000 gallons. In most cases, the Utility would provide a leak adjustment for Mrs. Jones as follows:

Current water bill -	\$255.00 (based on 60,000 gallons at 3.75/1,000 gallons plus a basic service fee of \$30.00)
Adjusted bill for the leak- fee of \$30.00)	\$221.25 (based on 15,000 gallons at 3.75/1,000 plus 45,000 gallons at \$3.00/1,000 plus a basic service fee of \$30.00)
Total adjustment –	(\$33.75)



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Leak Adjustment Application

Customer Name: _____

Account Number: _____

Service Address: _____

Phone Number: _____

Email: _____

Date you first noticed leak: _____

Date the leak was repaired: _____

Where was the leak located? _____

Have you ever received a previous leak adjustment? (If yes, approx. what year?) _____

Please describe how your leak was identified or provide any additional information you think may be helpful:

Proof of repair is required and must be submitted with this form (I.E. Plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs).

By signing this request, I understand that the decision by the representative of the Utility is final, and if eligible, an adjustment will be applied to my account. I am familiar with all the facts stated in this document and they are true and correct. By signing this request, I certify that I understand the Terms and Conditions of the Leak Adjustment Policy.

Signature of the account holder: _____

Date: _____

Send the completed, signed form, with copies of invoices and receipts of repair to customerservice@crossroadsus.com or fax to (512) 246-1900. Any incomplete application or application without receipts will not be considered for any adjustment.