



BOLIVAR WATER SUPPLY CORPORATION
 P.O. Box 1789 • 4151 FM 455 W
 Sanger, TX 76266
 (940) 458-3931
 www.bolivarwatersc.com

REQUEST FOR LEAK FORGIVENESS / ADJUSTMENT FORM

APPLICANT INFORMATION	
Date: _____	Account Number: _____
Applicant Name: _____	
Property Address: _____	
Mailing Address: _____	
Home Phone: _____	Cell Phone: _____
Email Address: _____	

LEAK INFORMATION	
Repair Completed By	_____
Date of Repair	_____
Describe actions taken to repair leak: 	
You must attach a copy of repair receipts, plumber's invoice or parts purchased	

By signing this request, I agree to the following statements:

1. I understand the terms and conditions of Bolivar Water Supply Corporation Leak Adjustment Policy.
2. I am notifying Bolivar Water Supply Corporation that I have sustained a water leak and that such leak has been repaired.
3. I agree to allow Utility personnel access for field verification of repairs.
4. I understand that submittal of this form does not guarantee an adjustment will be made.
5. I agree that all statements herein and any attachments are true and correct to the best of my knowledge and understand that making false statements on a government record may result in legal action.

 Applicant Signature

 Date

OFFICE USE ONLY		
Approved <input type="checkbox"/>	Denied <input type="checkbox"/> Reason: _____	Date: _____
Total Billed Amount: _____		Adjustment Amount: _____
Repaired Verified by: _____		
Approved By: _____		

LEAK ADJUSTMENT POLICY

As a courtesy to its members, BWSC may, upon request and subject to the policy outlined below, adjust member billing for leak that occurred on the member's side of the meter.

What – A leak is considered an unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer's residence or non-residential site that results in a member's bill being higher than the typical bill for water services.

How – Member applies for help by means of standard form available on our website [www.bolivarwatersc.com] or in office with Customer Service. Member must show sufficient (determination of the General Manager) proof of leak repair.

Timeliness On The Part Of The Customer – The member must apply for leak help within 30 days of the member's identification and repair of a leak to be eligible for leak help.

How Often – Member can receive help on a high water bill due to a leak on the member's side of the meter no more than once every 3 years (rolling 3-year timeframe starting from the date of last leak help the member received).

Customer Payment Accommodation – Members who receive leak help may receive (at the discretion of the General Manager) an extended payment period (not exceeding 12 months) over which to complete paying for the leak-caused bill. A customer cannot receive any help for a new leak until and unless an extended payment bill has been paid in full.

Final Decision On Leak Help - The decision of the General Manager regarding leak help is final. By execution of this agreement, member agrees to payment of outstanding debt for leak as set forth below. *Failure to fulfill the terms of this Agreement shall institute the Corporation's disconnection procedures as set forth in the Corporation's Tariff and full balance of adjustment could be applied.*