



CITY OF HOUSTON ADJUSTMENT REQUEST FORM

Account Holder Name: _____

Account Number: _____

Service Address: _____

Daytime Phone: _____

Email Address: _____

The City of Houston Code of Ordinance, Section 47 allows for the following adjustment types. Please check just one adjustment below:

_____ **Unusually Large Bill (ULB)** Sec. 47-75, allows a single-family residential customer to receive one water/wastewater credit adjustment for one month during a twelve (12) month period. ***The credit allowed is for unexplained usage over 200% percent of the average water consumption. Application must be received within six (6) months of the high bill date.***

_____ **Exceptional Circumstance Adjustment (ECA)** Sec. 47-75.1, allows a residential, not for profit or commercial customer to receive one water/wastewater credit adjustment for up to two (2) bills within a twenty-four (24) month period. ***A credit is allowed if the water usage is unexplained and over two hundred (200%) percent of the average consumption. The credit may not exceed \$10,000. Application must be received within six (6) months of high bill date.***

Billing Date (s) of large Water/Wastewater Bill (s): MM/DD/YY) _____

_____ **Leak Adjustment (LKA)** – Sec. 47-74 allows any customer to receive water/wastewater credit adjustment for up to three consecutive months within a twelve (12) month period due to loss of water through an excusable defect in the customer’s water line from a rupture or leakage caused by weather, settlement, corrosion, wear, or accident. ***Visible leaks such as a faucet or hose leaks are ineligible.*** Toilet leaks are considered property maintenance and are not eligible for a leak adjustment. This includes, but is not limited to, flush valves, tank ball, rod, floater, refill tube, and flapper seal.

100 % credit is given for the water charge applied to usage in excess of the average consumption if repair is made within thirty (30) days, 75% if repair made within 60 days and, 50% if repair is made after 60 days, from leak start date or the leak notification date. Application must be received within six (6) months of the repair date.

Leak Repair Date: (MM/DD/YY) _____

General Information:

Were there any plumbing repairs made during the period covered by the above-mentioned bill? If YES, please provide type of leak/repair on the customer's side of the meter:

Description of leak/repair:

Were there any *additional* water appliances (dishwasher, washer, spa, sprinkler system, etc.) or fixtures installed within the last 12 months. If YES, please list all the number and type of water appliances or fixtures installed:

Attachments:

Please attach documentation of the repair date, address, type of repair, and cost. Acceptable documents include plumber's statement/bill or a receipt for parts. If you had an in-house maintenance person to make the repair, you must submit a statement signed by two (2) employees who witnessed the repair.

Acknowledgement/Signature of responsible person requesting the adjustment.

I am the Account Holder or the authorized representative for the address listed above. I am familiar with all the facts stated in this document, and they are true and correct. Making false statements on this government record is subject to criminal prosecution under Chapter 37 of the Texas Penal Code. I certify that this application and attached documents contain no false statements.

Print Name: _____ **Date (MM/DD/YY):** _____

Signature of person requesting the Adjustment: _____

Complete the form and return to Customer Account Services, Adjustment Section, P.O. Box 4863, Houston, Texas 77210-4863, or fax to 713-371-1098. Please call our Customer Contact Center at 713-371-1400, if you have any questions.