



WEST PALM BEACH

Public Utilities

City of West Palm Beach
401 Clematis St.
West Palm Beach, Fl. 33401
Office: (561)822-1300
Fax: (561)822-1299

LEAK CREDIT REQUEST FORM

ACCOUNT NAME _____

ACCOUNT NUMBER _____

STREET ADDRESS _____

PHONE # _____

CIRCLE ITEM THAT WAS REPAIRED

TOILET PIPE IRRIGATION LEAK AT METER OTHER (clarify below)

LOCATION OF LEAK _____

WHO DID REPAIRS _____

REPAIR DATE _____

Terms & Conditions

- 1. The City may make a field investigation if deemed necessary by the City;
2. If it is determined that the leak was not due to any act or omission of the customer or user, and the user made the needed repairs within 7 days of discovering the leak or receiving the water bill, the charges may be adjusted to credit 100 percent (not to exceed 1 billing cycle) of all water usage and sewer charges in excess of average billing based on a minimum of a 4-month average, not to exceed 12 months.
3. The City will review any application for possible leak credit at the request of the customer by providing a copy of the contested bill, repair bill from a certified plumber (if applicable) and a leak adjustment form within 30 days of the date of the contested bill
4. Any eligible adjustment is subject to the City's Public Utilities' Director's final approval.

I understand by accepting the above leak credit any additional leak credits will not be permitted within 36 months from the date of this application.

SIGNATURE: _____ Date _____

Sent by (Rep's Initials) _____

Mail to: City of West Palm Beach, Customer Service Department

P.O. Box 3506 West Palm Beach, FL 33402

Email: utilitiesmailbox@wpb.org