



Request for Partial Leak Adjustment

(Residential Accounts Only)

City of Live Oak 8001 Shin Oak Dr. Live Oak, TX 78233
(210) 653-9140 Extension 2007 www.liveoaktx.net

Name: _____ Account #: _____

Service address: _____

Phone: _____ Email: _____

Date of Repair*: _____

Describe repair(s) made:

Please read each item below and acknowledge by checking each item and signing below.

- Adjustments for unexplained high consumption will be considered when consumption exceeds 6,000 gallons of historical usage.
- Adjustments will be processed after evidence of repair is reflected by reduced consumption in the following billing period.
- The customer will be required to pay an amount equal to the most recent undisputed billed amount by the due date, pending the adjustment calculation.
- Adjustment calculation will consider customer average consumption for the same period for the prior year (or other relevant period if that data doesn't exist). Consumption in excess of the average will be billed at the lowest block rate on the applicable fee schedule.
- Adjustment request less than 12 months following a previous adjustment will not be approved.
- Adjustments under \$10.00 will not be processed.

Signature: _____

*We reserve the right to adjust based on your historic usage.

*Please provide the invoice or receipt for the repair.

Office Use: _____ Approved _____ Denied _____ Employee initials _____ Date _____