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Leak Adjustment Request Form

Customers may seek an adjustment to an unusually high water bill caused by physical damage to their water service line. This damage must be to a facility or to equipment supplying water to the premises and the damage:

- Is not detectable on the customer’s premises except upon excavation or some other disturbance of the property; and
- Is not the result of an act of the customer or any agent or contractor hired by the customer.

A customer is not eligible for a leak adjustment due to circumstances not caused by an undetected leak, leaks that should reasonably have been discovered, high usage caused by negligence or failure to maintain pools or water using/consuming items or usage from appliances whether or not operating properly. Leaks caused by a third party from whom the customer is able to recover their costs will not be considered for a leak adjustment. Leaks due to meter being accessed, tampered with, or turned on/off by anyone other than a CFPUA employee that results in loss of water will not be considered.

Adjustment Guidelines

- Only one leak adjustment will be granted per 24 month period.
- Consumption must be 2 times the average consumption.
- Leak adjustment request form must be received by CFPUA within 90 days of high consumption bill. Request can be made in person or sent via mail, fax or email. Customer must also submit documentation from a licensed plumber or contractor that states the type of leak, date of the repair, address of the repair and the customer for whom repair was made. This documentation must include the name and contact information of the licensed plumber or contractor.
- No adjustment will be considered unless bills prior to the high consumption bill are paid in full.
- For irrigation leak adjustments, consumption in the billing period in which the leak occurred is compared to the average use during the same billing period of the prior two years. The difference between the average of the prior billing periods and the period in which the leak occurred may be considered for an adjustment.
- A commercial customer with a meter size of 3” or greater is eligible for a leak adjustment for sewer charges only.

CUSTOMER INFORMATION	
NAME ON ACCOUNT: _____	
ACCOUNT #: _____	SERVICE ADDRESS: _____
PHONE #'S: (HOME) _____	(WORK) _____ (CELL) _____
EMAIL ADDRESS: _____	
LEAK INFORMATION	
DATE LEAK DETECTED: _____	DATE LEAK REPAIRED: _____
BRIEF EXPLANATION OF REPAIRS: _____	

CUSTOMER NAME _____

CUSTOMER SIGNATURE _____

DATE _____