



# City of Pittsburgh Finance Department LEAK ADJUSTMENT FORM

Utility Account Number \_\_\_\_\_

Service Location \_\_\_\_\_

**13.12.090 Consumer responsibilities.**

The consumer has sole control of the amount of water drawn through the water meter and is responsible for maintenance and repairs of the pipes and fixtures beyond the water meter. The city, in order to encourage prompt repairs of leaking pipes and fixtures, will make allowances for excessive bills resulting from leakage beyond the water meter when, in its judgment, conditions warrant. In making allowances, the city will in general be governed by the following:

A. Adjustment will be allowed when claim has been made and evidence clearly shows that the excessive charge is due to leaking pipes or fixtures and not wasteful use, and then only when repairs have been promptly made and reported to the city. No allowance will be made covering more than two consecutive billing periods, including the billing period in which the claim is made.

B. Adjustment may be allowed at staff's discretion, without showing evidence of repairs, not more than once in any 24-month period to the same customer for the same premises. No allowance will be made covering more than two consecutive billing periods, including the billing period in which the claim is made.

C. Adjustments ordinarily will be made on the basis of one-half of the excess delivery due to leakage during two consecutive billing periods, but in the case of concealed leaks in underground or unexposed pipes, full excess may be allowed for such two billing periods.

D. Not more than one allowance shall be made to the same consumer for the same premises in any 12-month period when claim has been made and evidence clearly shows that the excessive charge is due to leaking pipes or fixtures and not wasteful use. The city shall be the sole judge in determining the excess delivery due to leakage. [Ord. 08-1308 § 2, 2008; 1937 Code § 497.9.]

Name: \_\_\_\_\_ # of Residents: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date high use began: \_\_\_\_\_ Date high use stopped: \_\_\_\_\_

The above service location had abnormally high usage due to:

Leak – describe below:

Inside:

Outside:

Other – Describe below:

\_\_\_\_\_  
Signature of Account Holder

\_\_\_\_\_  
Title (i.e.: Owner, Tenant, Manager)

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

**Attach copies of your repair bill or receipts and return with this completed form to:**

**Deliver or Mail to:** 65 Civic Avenue  
Pittsburg, CA. 94565 **OR**

**Fax to:** 925-252-6927