

Leak Adjustment Request Form

Metered Area:

Utility Account #:

Property Owners can apply for a leak adjustment credit for excess water volume charges resulting from a leak. To be eligible for a leak adjustment you must have repaired the leak in a reasonable time from the discovery of the leak and provide proof of the leak repair (receipts for any materials or services related to that repair).

Upon receipt of your request, consumption flow patterns will be monitored and will be used to calculate the amount of the adjustment. Surrey Bylaw #16337 requires the City charge per cubic meter for all water which, as recorded by the meter, has passed through the meter since the last reading. The entire leak adjustment process will take approximately 90 days to complete.

Name:	
Property Address:	
Utility Account Number:	
Phone Number:	Alternate Phone Number:
Email Address:	

Location of Leak

<input type="checkbox"/> Exterior Water Service <input type="checkbox"/> Water line <input type="checkbox"/> Irrigation system	<input type="checkbox"/> Interior Water System <input type="checkbox"/> Taps/Toilets <input type="checkbox"/> Hot water tank <input type="checkbox"/> Other (Please Specify)
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Description of Leak

Description of Repairs (if necessary, please use another page or write on the back of this form)

Leak Adjustment Request Checklist:

- Completed form, signed by the owner
- Copies of repair receipts (Incomplete forms and/or missing receipts will result in a delay in processing your request)
- Photo of the meter, including the meter reading and the date of the read (optional, but will expedite your request)
- Partial payment to the utility account (If your leak adjustment request is approved, a credit will be applied to your account, and you will receive an amended bill)

If you choose to use e-mail, please note that there is a chance that the e-mail you send to us or that we send to you could be intercepted in transit or sent to the wrong address. If you are concerned about the confidentiality of your information in transit, you should send it to us by secure means or use another form of delivery.

Personal Information is collected for the purposes of Property Tax and Utility Billing. The City of Surrey is collecting this information under s.26 (c) of the *Freedom of Information and Protection of Privacy Act*. For questions regarding the collection of personal information, please contact the Manger, Property and Payment Services at 604-591-4181.

Signature of Owner:	Date:
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