



City of Dallas

Leak Adjustment Request

The City of Dallas may provide a leak adjustment on your water account when a leak has caused a substantial increase in water consumption. If approved, the adjustment is limited to a maximum of three (3) months. Customers may receive only one adjustment per a twelve (12) month period. Excess water consumption above the norm will be calculated and charged at the lowest rate of the rate scale. Please submit requests within ninety (90) days of repair date with the repair receipt or paid-in-full invoice.

Account Number: _____

Name on Account: _____

Service Address: _____

Contact Name: _____

Contact Number: _____

Filing a request does not guarantee a leak adjustment. Costs associated with repairs and water loss are the customer's responsibility. The review process may take up to forty-five (45) days. Please continue to pay your water bill by the due date. Results will be sent by mail.

Repairs must be complete for consideration of a leak adjustment.

Repair Date: _____

Description of Repairs: _____

Multi-metered Properties - Please indicate meter number: _____

Signature: _____

Date: _____

SUBMIT VIA: **Mail:** Dallas Water Utilities, 1500 Marilla St., Leak Adjustments 3AN, Dallas, TX 75201

Fax: 214-670-0752 **Telephone:** 214-670-3178

Email: leak.adjustments@dallas.gov

Drop-off location: Dallas City Hall, 1500 Marilla St. - *2nd floor lobby– 2DS (DWU Customer Service)*