

# LEAK ADJUSTMENT FORM

Lake Canyon Mutual Water Company  
PO Box 866  
Los Gatos CA 95031  
[www.lakecanyon.com](http://www.lakecanyon.com)

Lake Canyon Mutual Water Company (LCMWC) will review a member's account when they experience high water usage due to a leak on their property .

## **GENERAL GUIDELINES**

To ensure that your application gets processed in a timely manner, please carefully review the following leak adjustment guidelines

- Please submit a completed leak adjustment form provided by LCMWC (page 2 in this document) prior to the next scheduled meter reading.
- Repairs must be made within 72 hours from identification or notification of the leak.
- Your LCMWC account must be paid in full and kept current until the leak adjustment request is reviewed and a decision is made.
- Receipts of repair may be requested, along with documents and supporting photos .
- The most recent billing period will be considered for leak adjustment, and only if usage is higher in comparison to the same time period from the prior year.

## **Additional information**

All adjustments given are for water loss only

Adjustments are for up to half of the water loss cost

LCMWC does not reimburse for the actual repairs

We ask that you work with LCMWC to locate your leak, and repair it as soon as possible.

The maximum adjustment for any single leak will be \$500

All adjustments are given for up to half of the billed water loss, to be determined by the board

# REQUEST FOR WATER LEAK ADJUSTMENT

Customer name: \_\_\_\_\_

Phone number: \_\_\_\_\_

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

Service address: \_\_\_\_\_

## Leak Repair Information

Date leak discovered: \_\_\_\_\_ Date leak repaired: \_\_\_\_\_

Type of Leak: \_\_\_\_\_

\_\_\_ Service line , from water meter to house

\_\_\_ Irrigation system

\_\_\_ Indoor plumbing features

\_\_\_ Toilet, faucet , tub, shower

\_\_\_ Water softener / water heater

\_\_\_ Inside water line

\_\_\_ Other type of leak. Please provide a brief description: \_\_\_\_\_

Description of leak: \_\_\_\_\_

Please note: completion of this form does not guarantee an adjustment will be made to your bill. All adjustments issued are for water loss only and based on your average usage for the same period in the previous year.

If approved, this average is deducted from the total consumption used during the time of the leak, and the adjustment is for up to half of the water loss .

Please either:

email your completed application to LCMWC at lakecanyonmwc@gmail.com or

mail to:

LCMWC

PO Box 866

Los Gatos CA 95031

Receipts of repair and photos may be requested.

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I have read, understood and agree with the Leak Adjustment guidelines

Signature: \_\_\_\_\_

Date: \_\_\_\_\_