



LEAK ADJUSTMENT REQUEST

City of Arcadia Utilities C/O FATHOM
21410 N. 19th Ave, STE 201, Phoenix, AZ 85027
Email: Arcadia.support@gwfathom.com
Phone: 1.833.764.5238
Fax: (623) 518-4100

.....
Leak Adjustment Eligibility: A leak adjustment for non-beneficial use of domestic water may be granted by the City of Arcadia Utilities if no adjustments have been granted in the last 12 months and it is deemed that the usage is unusually large. Adjustments are for wastewater only and do not apply to water consumption.

Adjustment Procedure: The average usage for the previous 3-month period shall be subtracted from the total actual usage. A credit shall be calculated on the difference using the prevailing usage rate of the account for wastewater only. All qualifying adjustments will be applied to the account as a credit. Leak adjustment requests must be submitted within 3 months of the billing date of the bill to be adjusted. Please return this completed application by email, mail or fax and allow 10 days from our receipt date for processing. Incomplete applications will be denied.

Additional Requirements: Documented proof of leak repair is required in addition to this application. (i.e. invoice for repair, receipts for parts/materials, photos, etc.). A late fee will be assessed to all accounts with a balance owing after the bill due date. Please make a good faith payment of what you believe to be a normal bill to avoid late fees.

.....

Service Address: _____ Account #: _____ - _____

Customer Name: _____ Phone Number: (_____) _____

Mailing Address: _____ City/State/Zip: _____

Explanation of Leak: _____

Steps taken to correct issue: _____

Leak Start Date: _____ Date Repaired: _____ Repaired by: _____

Documented proof of leak repair is attached to this application: Yes No

Please Note: Customers are advised to pay the total bill amount due while their adjustment is pending. Any unpaid amounts pending consideration of a leak adjustment will be treated in the same manner as all other unpaid balances. Reimbursement will occur only after a leak adjustment request has been granted.

Customer Signature: _____ Date: _____

