



Account Number: _____

Dear San Juan Water District Customer:

It is the District's policy to issue a one-time credit for water consumption resulting from a leak in a customer's internal water system or when there is significant unexplained usage. Credits are determined by comparing the customer's water use during the period in which the leak occurred to their historical water use. All customer requests for a credit will be considered on a case by case basis and the District reserves the right to approve or deny any request. If approved, the District will calculate the consumption amount due to the leak and offer to credit 50% of this amount. The customer has the right to accept the credit or save the one-time credit allowance for future use.

If you would like to be considered for a consumption credit, please provide the information below.

Customer Name: _____

Service Address: _____

Phone number: Home _____ Work _____ Cell _____

E-mail Address: _____

Reason for your request for a consumption credit*: _____

Approximate date(s) leak occurred: _____ Date leak repaired*: _____

* This information must be provided to be considered for a consumption credit.

Customer Signature: _____ Date: _____

Thank you for this information. A district representative will review your request and notify you of our decision. All water bills must be kept current while we are reviewing your request.

Customer Service
San Juan Water District