

## ***CITY OF BARTLESVILLE'S LEAK ADJUSTMENT POLICY***

It is the policy of the City of Bartlesville to provide partial relief (50% of the estimated loss from the highest bill during the period that the leak occurred) to customers in good standing in the instance that a customer has sustained a loss of billable water due to a leak on their premises. The City incurs substantial costs in the production and distribution of water and requires its customers to contribute 50% of the billable amount in order to help defray these costs.

In order to qualify for a leak adjustment the customer must meet the following criteria:

- 1) Have suffered a leak on their premises,
- 2) Had the leak repaired immediately upon discovery,
- 3) Have a good payment history, defined as follows:
  - a) No more than 2 late payments qualifying for penalties; and
  - b) No late payments over 60 days past due,
- 4) Cannot have received a leak adjustment in the preceding 12 months,
- 5) Customer must request assistance within 15 business days of the leak being fixed.

A customer qualifying for a leak adjustment must fill out the attached Leak Adjustment Request and attach an original receipt from a plumber or receipt for the materials/equipment used in the repair. All necessary paperwork must be returned to the Utility Billing Office of the City of Bartlesville. The required documents may be delivered in person or mailed to:

City of Bartlesville  
Attn: UB – Leak Adjustment  
401 S. Johnstone  
Bartlesville, OK 74003

All customers are expected to pay at least 50% of the amount in question and all future billings to avoid termination of service and late penalties. Late charges will not be removed even if a leak adjustment is granted at a later date if these conditions were not met.

By filling out and turning in the required paperwork, a customer is attesting that they meet all of the above listed criteria, and they are agreeing to abide by the City's policy regarding leak adjustments.

**IMPORTANT NOTE:** A large leak may cost a customer thousands of dollars, whereas a smaller leak may be less than a \$100. A leak adjustment may be requested only once within a 12 month period. If you request an adjustment for any size leak, you will be ineligible for another adjustment for the next 12 months regardless of the size of the future leak.



## Leak Adjustment Request

Return to:  
Utility Billing  
City of Bartlesville  
401 S Johnstone Ave  
Bartlesville, OK 74003  
918-338-4224

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Utility Account: \_\_\_\_\_

The leak occurred on or about: \_\_\_\_\_

Details about how it was discovered and when it was fixed:

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**ATTACH RECEIPT FOR PLUMBER OR PARTS/EQUIPMENT USED FOR REPAIR**

I hereby notify the City of Bartlesville that I have sustained a water leak at the above address and that it has been repaired. I am enclosing a copy of the repair bill and/or materials receipt. I am requesting an adjustment to my utility billing per City Policy. I understand that signing this form does not guarantee a billing adjustment will be made, and I also understand that by signing this form I am attesting that all of the information contained herein is accurate and complete to the best of my knowledge. I further understand that intentionally reporting false information on this form may subject me to criminal prosecution.

Daytime Phone #: \_\_\_\_\_

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

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