



## RMU Water Leak Credit Request

### Customer Information

Customer Name

Account Number

Address

Phone Number

Email Address

Dates Leak Occurred

Date Customer Activated Leak Alerts on Portal

Reason for Leak

Has the leak been fixed? Attach documentation with this form.

By signing this form, the customer agrees to all stipulations set forth by RMU including the installation of a Neptune water meter, the customer registering for leak alerts and consumption alerts on the customer portal and providing proof the leak was fixed. One credit per customer every 5 years. No more than 2 months of usage will be looked at in determining the credit. RMU will determine the average usage on the account and credit 100% of the amount charged in water and sewer charges above that average due to a water leak.

Customer Signature

Date





For Office Use Only

	Water Cubic Ft	Water Charge	Sewer Charge
Yearly Consumption			
Average Monthly Consumption			
Consumption During Leak			
Usage Above Monthly Average			

Total Credit

Customer Service Verify:

Leak Alerts Active?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Neptune Meter?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Documentation attached that leak is fixed?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Last Leak Credit Processed on Account:	<hr/>	

City Manager Approval \_\_\_\_\_ Date

Water/ Water Rec Superintendent Approval \_\_\_\_\_ Date

