



## **WATER LEAK ADJUSTMENT**

### **Application Instructions**

This adjustment is a courtesy extended to Wray Water Department customers in consideration of the high expense associated with water lost during a water leak. The adjustment is associated with the LOCATION of the leak (as determined by the utility account number), not the CUSTOMER at that location. **This adjustment is only available once in a three-year period** and may include water meter readings over several months as one event.

Only high water consumption as a result of a leak will be considered for an adjustment. If there is a water leak and there is no discernible variance from normal consumption for that time period, the adjustment will be denied. All requests for water leak adjustments are subject to Water Department approval.

#### **To apply for a 1-in-3-year water leak adjustment:**

1. Complete the City of Wray Water Adjustment Form.
2. Submit form and copies of the repair bills, or receipts for parts purchased to fix the leak to Wray City Hall.
3. When completed form and repair bills are received, a claim will be opened. It may take several months to process your leak adjustment; by following these procedures, you will help expedite the process. Until you hear whether your request has been approved or denied, you may elect not to pay the WATER USAGE line item on your utility bill. All other charges contained in the utility bill must be paid to keep your account in good standing.
4. If approved, a credit adjustment of what is determined to be normal for that time period will be made to your account. In some cases, when there is leakage of more than 500,000 gallons, further investigation will be needed to determine the amount of the credit.
5. Questions? Please call Wray City Hall at 970-332-4431, Monday – Friday, 8 a.m. to 5 p.m.



## City of Wray Water Leak Adjustment Form

Customer name as listed on the account: \_\_\_\_\_

Account Number \_\_\_\_\_

Owner ☐ Tenant ☐

Service Address: \_\_\_\_\_ Telephone Number \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Date(s) of the Bill(s) containing water volumes associated with the leak: \_\_\_\_\_

**(Maximum three billing periods immediately proceeding repairs.)**

Leak Repair Date \_\_\_\_\_

**The Water Leak Request form and documentation of repairs must be received within thirty (30) days after the repairs are completed.**

What was the source of the leak?

Describe what was done to fix or correct the water leak problem(s). Proof of repair is required and must be submitted with this form (i.e. Plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs). **EXPLAIN BELOW.**

Has a water leak adjustment been requested or made for this service address in the past?

Yes ☐ No ☐

If residential, how many people reside at the service address? \_\_\_\_\_

Was the premises vacant or unoccupied when leak occurred? Yes ☐ No ☐

If yes, please provide the period of time of the vacancy: \_\_\_\_\_

Do you have insurance that covers this issue? Yes ☐ No ☐

If yes, have you contacted them? Yes ☐ No ☐

What was the result? \_\_\_\_\_

As the customer for the above listed service address, I hereby apply for an adjustment under City of Wray Water Leak Review Process.

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Signature

Date

**Please ensure all receipts for repair are attached. This is a requirement.**

If you need additional information please call us at 332-4431. Please submit this form and the required documentation to:

**City of Wray  
C/o Public Works & Utilities Director  
245 W 4<sup>th</sup> Street  
Wray, CO 80758**



## City of Wray Water Leak Check List

| Consideration  | Yes | No | NA |
|--|-----|----|----|
| 1. Is the request from the owner of the property/account holder/resident?  |     |    |    |
| 2. Has the request been submitted within 30 days of the repairs being completed?   |     |    |    |
| 3. Did the property owner provide the “water leak adjustment form” and provide applicable proof of repair?                   |     |    |    |
| 4. Is the leak a result of a broken pipe?  |     |    |    |
| 5. Has a similar credit for the same source of leak been issued in the past?   |     |    |    |
| 6. Has the account holder received any leak credits in the last 36 months?   |     |    |    |
| 7. Did City of Wray fulfill their responsibility as stewards of the Utility (Followed all billing processes and procedures)? |     |    |    |
| 8. Was the leak the result of a willful act on behalf of the account holder?   |     |    |    |
| 9. Was the leak a result of vandalism or theft?  |     |    |    |
| 10. Did the leak result in a beneficial use for the account holder?  |     |    |    |
| 11. Did the customer seek reimbursement from their insurance company?  |     |    |    |
| 12. Is the customer account current?   |     |    |    |

### Credit Calculated:

Water Bill Impacted by the Leak – “Typical” Water Billx50% = Credit Amount

### Example:

|                                 |                          |
|---------------------------------|--------------------------|
| Water Bill Impacted by the Leak | \$500.00                 |
| Minus Typical Water Bill        | 67.50                    |
| Difference Equals               | \$432.50                 |
| Difference multiplied by 50%    | \$216.25 - Credit Amount |