City of Santa Clara Water and Sewer Utilities
Leak Credit Request Application

**CUSTOMER INFORMATION**

Customer Name: _____ Account #: _____

Property Address (including zip): _____

Property Type: ☐ Single Family Home ☐ Commercial ☐ Apartment Complex

Mailing Address (if different): _____

Phone #: _____ Email Address: _____

**LEAK DISCOVERY & REPAIR**

The date leak was discovered, or the first high bill was received: _____

The date the leak was repaired: _____ ***Repair receipts must be submitted with your request.***

Type of Leak (check applicable):

☐ Outdoor Service Line (between water meter & house) ☐ Irrigation System/Sprinkler

☐ Plumbing fixture (faucet, toilet, tub, etc.) ☐ Indoor water line (pipes)

☐ Water Heater ☐ Water Softener Other: _____

How did you discover the leak?

What did you do to fix the leak or remedy the high-water use?

**Note:** Attach additional pages if necessary.

_____
Customer Signature

_____
Date

**See Submission Instructions on the Next Page**

For office use only:

Refund **W** _____ **S** _____ **Total** _____
Call # _____
Order # _____
Date Entered/Mailed _____

**COMM Properties**
NAIC Code _____
NAIC Rate **$** _____ **%** _____

# City of Santa Clara Water and Sewer Utilities
# Leak Credit Request Application

## Submission Instructions

Submit completed and signed Water Leak Credit Request Application with repair receipts via email to Water@SantaClaraCa.gov, fax to 408-247-0784, or mail to:

City of Santa Clara: Water and Sewer Utilities
1500 Warburton Avenue, Santa Clara, CA 95050

## About the Program

The City of Santa Clara (CSC) Water and Sewer Utilities Division established a Leak Credit Program to encourage customers to conserve water by promptly fixing leaks. The California Public Utilities Commission does not require that this program be offered, and the CSC reserves the right to discontinue it at any time.

The request cycle takes approximately three to four months to complete. First, CSC will verify usage for the two billing cycles/months following the leak repair to ensure that water usage returns to normal (pre-leak levels) and determine eligibility. If the application is approved, CSC will notify the applicant via a letter and request that our Finance department credit the account. The credit should appear within 1-2 billing cycles after the customer is notified.

## General Customer Eligibility Requirements

- Complete a Water Leak Credit Request Application or submit a letter providing the equivalent information, including receipts, within two months of noticing ***and*** repairing the leak.
- Cannot have received a Leak Credit from CSC within the previous 24 months.
- The credit period cannot span more than two billing cycles. Upon receiving the first high water bill, the customer must have taken corrective action, which may result in some high usage at the beginning of the second billing cycle.

## Guidelines and Limitations

- CSC Water and Sewer Utilities will estimate the credit by comparing usage during the leak period and historical usage based on the account's readings from the previous three years.
- Credits are limited to 50% of the cost of leaked water.
    - *Example*: The average water usage cost is $100. The high bill after the leak was discovered is $400. The credit will be half the overage ($300) for $150.
- The credit must equal a minimum of $20 for the department to process the request.
- To be eligible for the leak credit, the Water and Sewer Department will monitor the account to verify that usage returns to normal (before the leak was discovered) for two billing cycles.
- Approved credits will be applied directly to the customer's account 1-2 billing cycles after they receive their approval letter.
- Commercial properties and businesses that pay sewer fees based on water usage may be eligible for an additional sewer credit. Residential customers pay a flat sewer rate and do not qualify for sewer credits.
- Customers are responsible for keeping their accounts in good standing by paying what they usually would for an average bill while their request is being reviewed. If paying the high water bill creates a hardship, please call Customer Service at 408-615-2300 to arrange a payment plan.

If you have any questions, please contact the City of Santa Clara Water and Sewer Department at 408-615-2000 (menu option 2) or email Water@SantaClaraCa.gov