



## WATER LEAK BILL ADJUSTMENT FREQUENTLY ASKED QUESTIONS

Did you receive a high water bill for up to two consecutive billing periods due to a hidden water leak? If so, you may be eligible for a water leak bill adjustment.

### WHY WAS MY BILL SO HIGH?

There are many reasons why your bill may have been higher than expected. Water leaks are the most common reason for high water bills. For information on checking for leaks, water saving tips, and how to read your water meter, visit: [austintexas.gov/highwaterbill](http://austintexas.gov/highwaterbill)

### WHAT TYPE OF WATER LEAK MAY QUALIFY FOR A WATER LEAK BILL ADJUSTMENT?

A hidden water leak, beyond your control, such as under the foundation or inside the wall may qualify for a leak adjustment. To be eligible for a water leak bill adjustment ([City of Austin Code 15-9-141](#)) you must contact Customer Care (512-494-9400) within 90 days of your leak repair.

You will be asked to provide:

- A copy of the repair receipt or paid in full invoice
- Your Austin Water account number
- The property address where the repair took place
- Range of high bill dates caused by the leak
- The date and description of the repair

Send this to Customer Care's email: [customercare@coutilities.com](mailto:customercare@coutilities.com), or fax: 512-505-4028

### WHY WOULD I NOT QUALIFY FOR A WATER LEAK BILL ADJUSTMENT?

Your account may not qualify for a water leak bill adjustment if during the high water volume period you had:

- leaks due to a dripping faucets or other visible water leaks
- broken irrigation sprinkler heads
- cracked pool, pool equipment, or malfunctioning pool auto-filler

Please note that water usage will be compared to prior years.

### HOW WILL MY BILL BE ADJUSTED?

If eligible, the water bills affected by the leak (up to two consecutive billing periods) that are half of the charges above your normal usage will be credited to your account and the remaining amount will be adjusted to a discounted rate.

Once an adjustment is applied to your account, you will not be able to request a hearing to dispute the adjustment, or request another adjustment for one year.