



Leak Credit Request Procedure

- All leak credits will be reviewed on a case by case basis.
- The determining factor of whether or not a customer will receive a leak credit is whether or not the 'Leak' went into the sanitary sewer.
- The customer **must** send in a written request for a 'Leak' credit detailing the duration, location and steps taken to repair the leak along with any other pertinent facts.
- To support the customer's request, they must provide all documentation of the leak including but not limited to-plumber/contractor receipts, photos, insurance claim documents, etc.