



# CITY OF FLORENCE - APPLICATION FOR WATER LEAK ADJUSTMENT

**INSTRUCTIONS: If you had a water leak repaired that was located between the meter and the building, you may be eligible for a billing adjustment. Please complete the form below, attaching additional sheets as needed.**

Type or print legibly in ink. Return to **City of Florence - Public Services Department**, or mail to the address at the bottom of this form. Call **(859)647-5416** if you have any questions.

1. Date Leak Was Repaired: \_\_\_\_\_
2. Applicant's Name (print): \_\_\_\_\_
3. Applicant's Address: \_\_\_\_\_
4. Address where leak occurred (if different from above): \_\_\_\_\_
5. Home Phone: \_\_\_\_\_ 5a. Work Phone: \_\_\_\_\_

**Submit a copy of the detailed bill from the plumber with explanation of work performed or any receipts for parts and/or items purchased to repair the leak yourself with details of repairs completed. APPLICATIONS WITHOUT DOCUMENTATION WILL NOT BE CONSIDERED.**

The application and documentation submitted will be evaluated. **PLEASE NOTE: Adjustment policy is explained below.**

**THE LEAK ADJUSTMENT PROCESS WILL NOT REDUCE YOUR BILL TO YOUR NORMAL BILL!!!**

The information provided is true and complete to the best of applicant's knowledge and belief:

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**RETURN THIS FORM TO:**  
**City Of Florence**  
**Public Services Department**  
**8100 Ewing Boulevard**  
**Florence, KY 41042**

AMI Coordinator Approval: \_\_\_\_\_ Date: \_\_\_\_\_

### **ADJUSTMENT OF WATER AND SEWER BILLS**

**Ordinance O-32-04, Section 11: There shall be no reduction or adjustment in water or sewer charges/billings due to water leaks WITHIN a residential unit that is detectable by ordinary means or methods.** However, if a water leak is underground between the residential unit and the City's supply water main and the leak is not reasonably detectable, the customers/owners billing is eligible for adjustment consideration by fifty percent (50%) of the excess water consumption over the average usage at the difference between the City's water and sewer costs and its retail rate. Customer must present leak adjustment form and proof that the leak has been fixed. Only one (1) adjustment will be given in a twelve (12) month period.