



UTILITY BILLING DEPARTMENT
142 N. Ohio Street
Celina, Texas 75009
(972) 382-3345

Application for Adjustment to Water Bill Due to Excusable Defect

Return this form in person, mail, or via email.

Any residential, commercial, multifamily or outdoor customer of the City may request one adjustment per year of any water bill from the City for water usage because of a loss of water through an excusable defect (see back for definitions) in the customer’s water line for a period not to exceed two (2) consecutive months. The bill must be at least twice an average bill for the previous three months.

An application for adjustment must be submitted within thirty (30) days of the repair of the excusable defect along with evidence of repair or receipts for repair work.

Definition of Excusable Defect - The term “excusable defect” shall mean a rupture or leakage of the customer’s water line(s) as may be caused by freezing weather, settlement, corrosion , wear or accident.

Review and Consideration of Adjustment Application - If the adjustment application is approved by the Utility Official, the subject bill will be adjusted by applying the lowest tiered rate for gallons used in excess of an average monthly bill (previous three (3) months), plus the average monthly bill. **You will still be required to pay for all the water usage.** For accounts whose average is below the 14K sewer cap, we will credit the sewer charges back to the account also.

Customer Name: _____ Account No. _____

Property Address (or description): _____ Phone: _____

Bill Date: _____ Period Covered: _____

Date Excusable Defect in Water Line was Discovered: _____

Date Defect was Repaired: _____

Description of the defect and the repairs made. (Attach supporting documentation, such as receipts):

1. Check the appropriate box, if any, of the following installed during the period in question.

- Pool
- Hot Tub
- Other Water Appliance/Fixture: _____

2. Read and initial each item:

_____ The water was lost after it passed through the City water meter serving the property described above and such water was not used in any manner by any person.

_____ I am personally familiar with all of the matters of fact stated in this application and swear that they are made on my personal knowledge and that they are each true and correct.

_____ This application is a government record subject to criminal prosecution for false statements under Chapter 37 of the Texas Penal Code and I certify that the application contains no false statements.

Signature: _____ **Date:** _____

CITY USE ONLY

- Approved
- Denied

By: _____

UPDATED 04/18/17