

**CITY OF ALAMOGORDO
UTILITY BILLING DIVISION**

LEAK ABATEMENT REQUEST

Date of Request: _____

I, _____, account number _____,
(Name on the Utility Account) (Utility Account Number)

experienced a water leak at _____.
(Utility Service Address)

Description/Cause of leak: _____

The leak was repaired on _____ and I am requesting an adjustment on my water bill. I have provided proof of repair: either an invoice from a plumber/contractor or receipts for parts that were purchased and used to repair the leak.

I understand that in order to qualify for an adjustment the water charges on the bill in question must be at least \$125.00 over the average water charges as described in the approved Leak Abatement Policy.

I also understand that adjustments will only be approved for leaks in my service line between the meter and structure or internal plumbing.

I understand **an adjustment will not be allowed** for leaks in toilets, faucets, sprinkler/irrigation systems, evaporative coolers, water softeners, Reverse Osmosis Systems, ice makers, water heaters, or any other appliance/fixture.

I understand that I must register on the City's Customer Service Portal (Aqua Hawk) before adjustment will be processed. (<http://ci.alamogordo.nm.us/237/Utility-Billing-Customer-Service>)

(Customer Name – PRINT)

(Customer Signature)

(Telephone Number)