



City of Pflugerville Utility Billing Department
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Catastrophic Water Leak Credit Request

In the event of a possible catastrophic water leak by a residential water customer, the City may allow a credit to the customer's water bill under the following circumstances:

- Checkmarks and list of requirements: A minimum usage of 40,000 gallons more than the previous month's usage, Customer must submit request for credit detailing location and dates of leak, Customer must submit a copy of an invoice from a licensed plumber or irrigator, Customer must submit a copy of a valid City of Pflugerville Building Permit for the leak repair, Leak must be repaired within 15 days of notification of leak.

Upon receipt of all required documentation, request will be reviewed by city staff, which may include analysis of daily water use. Upon approval, the average of the previous twelve months of usage will be used as a base for crediting 100% of the excess usage billed. Residential customers are eligible for only one credit per account location.

Name: _____

Service Address: _____

Phone Number: _____ Email Address: _____

Date of Leak: _____

Licensed Plumber or Irrigator: _____

Detailed Description of Leak Incident:

I have read and understand the requirements for requesting credit on my water bill due to a catastrophic water leak. The required documents are included with this request.

Signature: _____ Date: _____