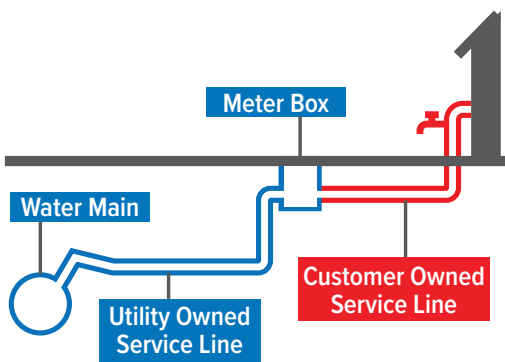


# Water/Wastewater Leak Adjustment Request Form



Please fill out this form completely. Do not leave any blank fields.  
Requests with inaccurate or missing information will not be processed.

Customer Name:	Account #:
Service Address:	Daytime Contact Phone #:
Type of Leak: <input type="radio"/> Irrigation <input type="radio"/> Toilet <input type="radio"/> Pipe <input type="radio"/> Service Line <input type="radio"/> Other: _____	
Date Leak Occurred: _____ Date Leak Repaired: _____	



**Brief description of leak and action taken to repair:**

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## Required Documentation

**Attach a copy of the repair invoice or parts receipt.** Only paid receipts or invoices will be accepted. Estimates are not eligible documentation. Leak requests submitted without proof of repairs will be delayed. If you have any questions, please call the City of Tampa Utilities Call Center at (813) 274-8811.

### By submitting this form, I acknowledge that:

- I affirm that all the facts stated in this request are true and correct.
- I certify that this request and the attached documents contain no false statements.
- I have read the *Water/Wastewater Leak Adjustment Request Form Fact Sheet*.
- Submitting this request is not a guarantee that a credit will be granted.
- While my request is being processed, I should continue to pay my average monthly bill.

Signature \_\_\_\_\_

Date \_\_\_\_\_

*If using the fillable document, please type in your first and last name along with the date.*

**Please review, sign, and return this form along with your documentation using one of these methods:**

**By fax**  
(813) 274-8358

**By mail**  
*(Not accessible to the public)*  
Tampa Water Department  
Billing Section  
3901 E. 26th Ave  
Tampa, FL 33605

**Online via Tampa Connect**  
Visit [tampaconnect.com](http://tampaconnect.com)  
Select "Water Billing Questions"  
then "Bill Adjustments"





# Water/Wastewater Leak Adjustment Request Form Fact Sheet

**Have you recently repaired a water leak at your home? If so, you may be eligible for a water/wastewater leak adjustment to offset some of the costs from an increased utility bill due to a leak. Adjustments to your bill are not guaranteed.**

## Eligibility Guidelines

- Leaks must be repaired before a water leak adjustment will be considered.
- Only one adjustment will be allowed within a consecutive 12-month period, starting from the date the City of Tampa issued the last water leak adjustment.

## Submission Requirements

- **Provide a completed and signed Water/Wastewater Leak Adjustment Request Form.** Requests with inaccurate or missing information will not be approved.
- **Provide proof of repair.** Submissions without receipts will not be processed until the required documentation is provided.
  - ▶ **If repaired by a licensed professional:** The invoice or payment receipt should include the address, date, and a description of the repair.
  - ▶ **If repaired by someone other than a licensed professional:** Provide receipts for the purchase of the parts used to complete the repair.
- **Send your request using one of the options listed on the form.** Available options include online via [Tampa Connect](#), by mail, or by fax.

## What Happens Next

- **Continue to pay your utility bill.** While your leak adjustment is being reviewed, we recommend that you continue to pay your average monthly bill by the due date listed on your utility bill. If you require additional assistance, please contact us to request a payment arrangement or to learn about any resources that may be available.
- **Review process/timeline.** Leak adjustment reviews may take up to 90 days. This ensures that the repair indicated on your Leak Adjustment Form has resolved the issue. It will typically take at least two or more billing cycles for your normal water use pattern to be reflected on your bill since meters are scheduled to be read once a month.

Once the Utility Staff has verified that your water usage has returned to normal, they will calculate your average water use pattern based on your water use history (up to the previous 12 months). This will establish the baseline for any adjustments we may make.
- **Notification process.** You will be notified via phone, email or mail if your request for a water leak adjustment is approved, denied, or delayed.
- **Bill adjustments.** If a leak adjustment is approved, City of Tampa Utilities will issue a credit that will appear on a future bill.

If you have any questions, please contact the City of Tampa Utilities Call Center via Tampa Connect at [tampaconnect.com](http://tampaconnect.com) or by phone at (813) 274-8811.