

ADDITIONAL INFORMATION:

FOUNTAIN UTILITIES MAY ELECT TO PERFORM A FIELD AND/OR A METER TEST TO VERIFY THE ACCURACY OF THE WATER METER.

IF THE CUSTOMER REQUESTS A CERTIFIED METER TEST, THE CUSTOMER WILL BE CHARGED FOR ALL EXPENSES INCURRED FOR THE TEST. IF THE METER IS INACCURATE BY MORE THAN +/- 3%, THE CUSTOMER WILL NOT BE CHARGED FOR THE TEST AND AN ADJUSTMENT WILL BE MADE TO THE WATER PORTION OF THEIR BILL.

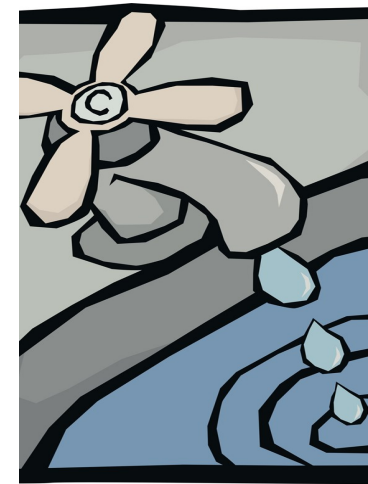
THE POLICY OF THE CITY OF FOUNTAIN UTILITIES IS THAT WATER THAT RUNS THROUGH A METER AND IS MEASURED CORRECTLY IS WATER SOLD.



101 N. MAIN STREET
FOUNTAIN CO 80817
719-322-2010
719-322-2011 FAX
WWW.FOUNTAINUTILITIES.ORG



WATER LEAK REVIEW PROCESS



THE WATER LEAK REVIEW PROCESS IS INTENDED TO PROVIDE FINANCIAL RELIEF TO CUSTOMERS WHO EXPERIENCE EXTREMELY HIGH WATER USE AS A RESULT OF A LEAK CAUSED BY A BROKEN PIPE

DEFINITION:

A WATER LEAK SHALL BE DEFINED AS “AN UNINTENTIONAL WATER LOSS CAUSED BY BROKEN OR DAMAGED PIPES AT A CUSTOMER’S RESIDENTIAL OR NON-RESIDENTIAL PROPERTY THAT RESULTS IN A CUSTOMER’S BILL BEING HIGHER THAN THE CUSTOMER’S TYPICAL BILL FOR WATER SERVICES.”

WATER LEAKS ON A CUSTOMER’S PROPERTY ARE THE RESPONSIBILITY OF THE CUSTOMER. WE DO UNDERSTAND THAT UNEXPECTED HIGH BILLS CAN OCCUR DUE TO A LEAK AND, THEREFORE, FOUNTAIN UTILITIES OFFERS A WATER LEAK REVIEW PROCESS.

IF THE COMMITTEE DETERMINES THAT THE REQUEST FOR AN ADJUSTMENT MEETS THE CRITERIA AND THE CUSTOMER IS IN GOOD STANDING WITH FOUNTAIN UTILITIES, THE COMMITTEE MAY ELECT TO OFFER A WATER LEAK CREDIT.

THE COMMITTEE WILL HAVE THE ABILITY TO MAKE ADJUSTMENTS BASED ON HARDSHIP AND OTHER UNFORESEEN CIRCUMSTANCES

THE WATER LEAK REVIEW COMMITTEE WILL NOTIFY THE CUSTOMER OF THEIR DECISION IN WRITING.

ELIGIBILITY:

- CUSTOMER MUST REPORT THE LEAK TO FOUNTAIN UTILITIES WITHIN 60 DAYS OF THE BILL DUE DATE FOR THE BILLING PERIOD WHEN THE LEAK OCCURRED BY COMPLETING A **WATER LEAK ADJUSTMENT FORM**. THE FORM CAN BE OBTAINED BY CALLING 719-322-2010 OR DOWNLOADING ONLINE AT WWW.FOUNTAINUTILITIES.ORG.
- FOUNTAIN UTILITY ACCOUNT MUST BE IN GOOD STANDING.
- REQUEST MUST BE FROM THE OWNER OF PROPERTY. THE OWNER MUST BE THE ACCOUNT HOLDER AND RESIDE AT THE PROPERTY.
- PROOF (RECEIPTS) MUST BE PROVIDED THAT SHOWS THAT THE LEAK HAS BEEN REPAIRED. FOUNTAIN UTILITIES RESERVES THE RIGHT TO CONFIRM THROUGH VISUAL INSPECTION THAT THE LEAK HAS BEEN SATISFACTORILY REPAIRED.
- LEAK ADJUSTMENTS MAY SPAN A MAXIMUM OF TWO BILLING PERIODS. A CUSTOMER, RESIDING AT ONE PROPERTY, WILL BE LIMITED TO ONE (1) WATER LEAK CREDIT IN A 36 MONTH PERIOD.

PLEASE NOTE:

WATER THEFT SHOULD BE HANDLED THROUGH THE CRIMINAL PROCESS AND WILL NOT BE CONSIDERED UNDER THE WATER LEAK REVIEW PROCESS.

EXCLUSIONS:

NO ADJUSTMENTS WILL BE GIVEN FOR LEAKS UNDER THE FOLLOWING CIRCUMSTANCES:

- A WILLFUL ACT ON THE PART OF THE CUSTOMER.
- STOLEN WATER.
- LEAKS IN REGARDS TO PLUMBING FIXTURES OR APPLIANCES OR ON WATER FEATURES, TO INCLUDE PONDS, FOUNTAINS, SWIMMING POOLS, HOT TUBS, SPAS, ETC.
- THE WATER METER HAS BEEN TAMPERED WITH OR TURNED ON/OFF BY ANYONE OTHER THAN FOUNTAIN UTILITIES AND THAT ACTION RESULTED IN LOSS OF WATER.
- WATER LEAKS THAT ARE COVERED BY INSURANCE.
- WATER LEAKS THAT ARE COVERED BY PROPERTY MANAGERS.
- TENANTS NOT ELIGIBLE.





Fountain Utilities Water Leak Adjustment Form

Customer name as listed on the account: _____

Account Number _____

Owner Tenant

Service Address: _____ Telephone Number _____

E-Mail Address: _____

Date(s) of the Bill(s) containing water volumes associated with the leak: _____

(Maximum two billing periods)

Leak Repair Date _____

Please ensure all receipts for repair are attached. This is a requirement.

The Water Leak Request form and documentation of repairs must be received within thirty (30) days of the due date listed on the customer's utility bill for the period in which the leak occurred.

What was the source of the leak?

Describe what was done to fix or correct the water leak problem(s). Proof of repair is required and must be submitted with this form (i.e. Plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs). **EXPLAIN BELOW.**

Has a water leak adjustment been requested or made for this service address in the past?

Yes No

If residential, how many people reside at the service address? _____

Was the premises vacant or unoccupied when leak occurred? Yes No

If yes, please provide the period of time of the vacancy: _____

Do you have insurance that covers this issue? Yes No

If yes, have you contacted them? Yes No

What was the result? _____

As the customer for the above listed service address, I hereby apply for an adjustment under Fountain Utilities Water Leak Review Process.

Signature

Date

If you need additional information please call us at 322-2010. Please submit this form and the required documentation to:

**Fountain Utilities
C/o Customer Service Supervisor
101 N. Main
Fountain, CO 80817**

You may also fax the completed application including documentation of how the leak was fixed (receipts, invoice etc.) to the attention of:

**Customer Service Supervisor
Fax (719) 322-2011**