



Leak Adjustment Request Form

The District's policy is as follows: Mallory Valley allows for one leak adjustment per year for two month's billing cycle. If your leak spans more than two billing cycles, Mallory Valley will adjust the month's billing cycles with the greatest amount of water usage from the leak. Mallory Valley will credit your account \$1.00 for every 1,000 gallons of water that you use over your average monthly usage. Your average is determined by your past history's water usage. Mallory Valley must have at least three months of normal water usage before an average can be determined. Unfortunately, Mallory Valley Utility does not allow adjustments for irrigation.

The District's leak adjustment policy was put into place in order to help customers as much as possible with high bills caused by water leaks. However, even though the water was lost in a leak, the District has operating costs and must still cover its own expense of purchasing this water from Harpeth Valley Utility District.

Please complete the following information:

Name: _____ Account Number: _____

Service address: _____ Phone Number: _____

_____ Email Address: _____

Description and location of the leak: _____

Date leak was discovered: _____

Date leak was repaired: _____

Name or company that made the repair (please provide contact information): _____

Signature: _____ Date: _____

*Please return with proof of repair (e.g. receipts or invoice).

You may fax this to 615-628-0241 or email it to tsaunders@mvud.org.

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