



LEAK ADJUSTMENT REQUEST FORM

Evidence, such as a plumber's statement or list of materials showing that the leak has been repaired, must be submitted with this request to be considered for a leak adjustment.

NAME ON ACCOUNT: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

NUMBER OF OCCUPANTS: \_\_\_\_\_ RENT \_\_\_ OWN \_\_\_ OTHER (SPECIFY) \_\_\_\_\_

CONTACT INFORMATION:

HOME PHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_ OTHER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DATE LEAK/HIGH USAGE REPAIRED OR CORRECTED: \_\_\_\_\_

PROVIDE DETAILED REASON FOR REQUEST AND SPECIFIC ACTION TAKEN TO REPAIR OR CORRECT THE ISSUE.

---

---

---

---

---

---

I hereby acknowledge the information submitted is true. I also understand submission of this form does not guarantee adjustment issuance.

\*Please make sure all the blanks on this form are filled out before submitting.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

This form should be completed, printed, signed, and submitted to one of the following:  
Email: KAWC\_-\_customeradvocacy@amwater.com  
Mail: 2300 Richmond Rd. Lexington, KY 40502 ATTN: Customer Advocacy.



## LEAK ADJUSTMENT POLICY

HIDDEN LEAK ADJUSTMENT TERMS AND CONDITIONS PER THE KENTUCKY TARIFF EFFECTIVE 9/10/2018 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Applicable: To entire Service Territory of Kentucky American Water Company.

Availability of Service: For Residential and Commercial customers.

Rates: A charge of twenty-five (25) percent of the applicable tariff will be applied to all water usage determined to be the result of a hidden underground leak.

Terms and Conditions:

- A hidden underground leak is defined as a leak in the customer service line between the meter and the premises.
- Hidden underground leak adjustments will be granted to residential and commercial customers.
- The customer must provide a plumber's statement or list of materials showing that the leak has been repaired.
- After verification of repairs by the Water Company, the bill will be adjusted by comparing the usage during the leak billing period to the average usage for the past six billing periods.
- A reasonable estimate will be used in cases when six prior periods of information do not exist.
- The excess usage will be billed at the rate specified above.
- During the lifetime of a water service line only two leak adjustments will be permitted. Each adjustment may cover a maximum of two billing periods.
- Before a third adjustment can be considered, the entire water service line from the meter box to the premises must be replaced.
- Plastic pipe for repair of underground water service lines must be certified to withstand a working pressure of 160 pounds per square inch or greater.