



Leak Adjustment Request Form

Date:

Please note that Eastern Municipal Water District (EMWD) may make a partial adjustment due to a concealed leak once repairs are made. You must submit your paperwork as requested for review. Any incomplete paperwork will be returned to the account holder and will not be considered for an adjustment. A running toilet or a broken sprinkler head is not considered a concealed leak and therefore is not eligible for an adjustment.

Per Section 4 of the Rules and Regulations Applicable for Water Service:

Customer shall also be responsible for payment of all water delivered through the involved Water Service Installation, including water "lost" through leaks in the customer's water system, unless the water loss was the direct result of a concealed leak. All adjustments for water loss will be at the sole discretion of the District after the leak has been repaired.

Customer Name:

Email Address and/or Phone Number:

Account Number and Service Address:

When did the leak occur and what was the duration of the leak? Please provide dates:

3. Where was the leak located?:

4. Who repaired the leak? If done by a company, please include a copy of the repair bill.

If done by a homeowner, please provide a copy of the receipt for parts or an explanation of repairs.

Please provide pictures if you are able to and allow thirty days from receipt to process.

You may e-mail your documentation to customerservice@emwd.org or mail it to Eastern Municipal Water District, Attention: Customer Service Billing Department, 2270 Trumble Rd., Perris, CA 92572-8300.