

Water/Wastewater Leak Adjustment Request Form

This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by phone or letter if the request cannot be granted, or if additional information is needed. Only one adjustment will be allowed during a twelve consecutive month period and will only occur after all leaks have been repaired and verified with an actual meter reading. The City of Tampa Water Department's water rates are billed in a multi-tier rate structure. For more information on the rate structure, please visit our web site at www.tampagov.net/waterrates. When determining the credit, we compute your average annual water consumption and recalculate all water use above the average at the lowest tier based on your water classification. If your utility account does not have at least one year of history of water consumption, it may not be possible to review your account for a credit until such time as a "normal use" history is available.

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

Required Documentation

Copy of repair invoice attached (if repaired professionally)	<input type="checkbox"/> Yes <input type="checkbox"/> No
OR	
Copy of repair receipts attached (if repaired by owner/tenant or agent)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Brief description of leak and action taken to repair: _____

Please return this form and documentation to:



City of Tampa Water Department/Billing Section 400D1
2603 N. Rome Avenue *(not accessible to the public)*
Tampa, FL 33607
Fax: (813) 274-8358

Depending on the type of leak, the period of time it may have affected your bill, and the total amount of the credit the City of Tampa is able to provide, you may need more than one month to bring your account to a current status. If this is the case, please contact the Credit Section at (813) 274-8780 to make payment arrangements.

Please feel free to contact the City of Tampa Utilities Call Center at 274-8811, if you have any questions.



Water and Wastewater Leak Adjustment Request Information

The following information is provided to assist City of Tampa utility customers who have repaired water leaks on private property in requesting billing adjustments that may be available.

To process a leak adjustment request the following documentation is required:

1. A copy of your plumber's repair bill or a letter detailing what was repaired, the date of repair, and any receipts for materials that you may have used for the repair
2. A completed Water/Wastewater Leak Adjustment Request Form (available online at www.tampagov.net/cotu)

Please ensure all correspondence includes the service address, utility account number, and a daytime telephone number.

This documentation can be faxed or mailed to:

City of Tampa Water Department
Attn: Billing Section
2603 N. Rome Avenue
Tampa, FL 33607
Fax: (813) 274-8358

*Important Note: The above address is not accessible to the public.
Documentation can not be hand-delivered.*

The City of Tampa's water rates are calculated using a multi-tier rate structure. When determining a water charge adjustment, the account's average annual water consumption is computed and the water use above the average is recalculated at the lowest tier rate. For more information on the rate structure, please visit our web site at www.tampagov.net/waterrates.

It may take several months to process an adjustment request. Additionally, if your utility account does not have at least one year of water consumption history, it may not be possible to review your account for an adjustment until a usage history is established.

If you are unable to pay your monthly bill in full while a leak adjustment request is under review, please contact the Credit Section at (813) 274-8780 to make payment arrangements to avoid interruption of service.

Please contact the City of Tampa Utilities Call Center at (813) 274-8811 if you have any questions regarding the adjustment policy or the status of a submitted adjustment request.