



# Request for Water Billing Adjustment

City of Cibolo 200 South Main / PO BOX 826 Cibolo, Texas 78108 (210) 658-9900 [www.cibolotx.gov](http://www.cibolotx.gov)

Name:	Date:
Address:	
Contact #:	Location of Leak: ___ Inside ___ Outside
Account #:	
Date of Repair:	Receipt Attached:

Describe Situation or Repairs Made:

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Please read and acknowledge each item below by checking the box and signing:

- \_\_\_ Adjustments for unexplained high consumption will be considered when consumption exceeds 200% of historical usage.
- \_\_\_ Adjustments will be processed after evidence of repair is reflected by reduced consumption in the following billing period.
- \_\_\_ The customer will be required to pay an amount equal to the most recent undisputed billed amount by the due date, pending the adjustment calculation.
- \_\_\_ Adjustment calculation will consider customer average consumption for the same time period for the prior two (2) years (or other relevant time period if that data doesn't exist). Consumption in excess of the average will be billed at a reduced rate of 50% of the resident's average tier in the applicable rate schedule.
- \_\_\_ Only one abatement will be granted in a 6 month period.
- \_\_\_ Adjustments under \$25.00 will not be processed.

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

\*We also reserve the right to make adjustments based on your historic usage.  
 \*Please have copy of repair bill or receipts from purchase of items to repair leak attached.

Office Use: Approved  Denied  \_\_\_\_\_