



CITY OF SUGAR LAND

APPLICATION FOR LEAK ADJUSTMENT CREDIT WINTER STORM FEBRUARY 2021

Name: _____ Date: _____

Service Address: _____

Daytime Phone: _____

Customer Account Number (from bill): _____ - _____

Account Type Residential Commercial Irrigation Fire Line

Commercial Accounts Only: Number of Employees ____

Date you first noticed your leak: _____ Date the leak was repaired: _____

Where was the leak/break located? (Please indicate below)

- Inside the house Between the house and the water meter In the irrigation system
 Other (Please specify) _____

Please describe how your leak was identified or provide any additional facts you think might be helpful (or attach an extra page)

Estimated Damages to Property from water leak (if known) \$ _____

Have you attached a receipt/documentation for the leak repairs? YES NO

Customer must certify repair of a leak by submitting a description of the leak and proof of payment for repair. In the event a third party does not make the repairs, the customer must attach dated receipts for all parts used to perform the repairs, or photographs of damages/repairs from the leak if no receipts are available.

Are you a tenant at this property? NO YES

Landlord's Name _____

Landlord's mailing address _____

City/State/Zip _____

How much is the total bill you are requesting adjustment on? _____

If you need an extended payment plan due to economic hardship, please speak with a Customer Service Representative.

By signing this request, I certify the following:

1. This property experienced an eligible catastrophic leak from the February 2021 winter storm,
2. The leak has since been repaired, and
3. I am requesting an adjustment to my City of Sugar Land water utility account for the increased water usage during the billing period that covers the week of February 14-21, 2021.

Customer Signature

Print Name

Important Notes:

- It is the responsibility of the customer to have leaks repaired at their expense if the leak is on their property. If the customer chooses not to repair the leak, no credit will be issued.
- If you haven't received a water bill reflecting higher than normal usage through the date your leak was repaired, we will make a note on your account and process your adjustment after your next bill.
- We anticipate a significant amount of adjustment requests due to this storm. Your patience during this process will be appreciated. If you qualify, a note will be put on your account so you will not receive any delinquent notices while we process your adjustment.
- If you pay by automatic bank draft or automatic credit card payment and cannot pay the full payment immediately, you may call 281-275-2750 or email Treasury@sugarlandtx.gov to request to be temporarily removed from our automatic payment program. We request notice at least 2 weeks before your payment due date as the bank draft processes on the Friday before the bill due date and your credit card payment processes on the bill due date. You may reapply for automatic payments after your claim has been processed.

Submission of Form:

- Submit signed request forms with documentation by one of the methods below:
 - Mail to P.O. Box 5029, Sugar Land, TX 77487-5029
 - E-mail to Treasury@sugarlandtx.gov
 - Place the completed form in any City of Sugar Land Payment Drop Box