



Leak Adjustment Application

Meridian Metropolitan District allows accountholders to apply for a credit adjustment for repairing a leak, provided that the customer:

- Submits this signed application within 60 days of the repair being completed, and
- Provides copies of the repair receipts or paid in full invoice.

Please complete the entire form; any missing information may delay the processing of this application or cause the application to be rejected.

Name (as listed on account): _____

Service Address: _____

Account Number: _____ Phone Number: _____

Email Address: _____

Range of high bill dates caused by the leak (as printed on the bill): _____

Date of Repairs: _____

Description of Repairs:

Signature of accountholder: _____ Date: _____

- If eligible, up to 2 consecutive billing periods affected by the leak may receive an adjustment equal to 50% of the difference above the Average Water Use. Average Water Use is determined by using the average 6-months of usage prior to the leak OR the prior years' relevant usage for seasonality.
- It may take up to 2 billing cycles after the repair to determine if all leaks are sufficiently repaired and if the water usage has returned to average use.
- If approved, the adjustment will be applied as a credit to your account.
- Accounts receiving Leak Adjustments are ineligible for another water Leak Adjustment for the next 24 months from the date of the leak repair.

Send the completed, signed form within 60 days of the end date for the service period in question via one of the following methods:

Email: admin@meridiandistrict.com

Mail: Meridian Metropolitan District
Attn: Water Bill Adjustment
12111 East Belford Avenue
Englewood, CO 80112

Leak Adjustment Policy

Meridian Metropolitan District (MMD) takes your high water bill concerns seriously. We are committed to water conservation and protecting our water supply. Leak Adjustments may be available to all qualifying MMD Customers where a leak is identified, an action is taken by the Customer to address the leak, and water usage comes back down to normal average usage. Leak Adjustments are limited to once in a rolling 24-month period.

To apply for a water leak billing adjustment, please provide Meridian Metro District's Customer Service Department the following information **within 60 days** of the completed leak repair:

- Complete and submit the online Leak Adjustment Application
- The Application must include the following information:
 - Proof of repair - a copy of the repair receipt or paid-in-full invoice
 - Service Address
 - Name (as listed on the Account)
 - Account number
 - Phone number
 - Email address
 - Date range of high bills caused by the leak (as printed on the bill)
 - Date of repair(s)
 - Description of repair(s)
- Application and supporting documentation can be emailed to admin@meridiandistrict.com or mailed to:
Meridian Metropolitan District
12111 E. Belford Ave
Englewood, CO 80112

How will my bill be adjusted?

If eligible, up to 2 consecutive billing periods affected by the leak may receive an adjustment equal to 50 percent of the difference above the *Average Water Use*.

Average Water Use is determined by using the average 6-months of usage prior to the leak OR prior years' relevant usage for seasonality.

It may take up to 2 billing cycles after the repair to determine if all leaks are sufficiently repaired and if the water usage has returned to average use. If approved, the adjustment will be applied as a credit to your account.

Accounts receiving Leak Adjustments are ineligible for another water Leak Adjustment for the next 24 months from the date of the leak repair.

Why would I NOT qualify for a Leak Adjustment?

Your account may not qualify for a Leak Adjustment if during the high water usage period you:

- Have been an account holder for less than 13 consecutive months of water use at the service address
- Failed to provide documentation after the leak was repaired
- Filled a swimming pool or hot tub
- Established new landscaping (new sod, new trees, drip system, etc)
- Received a Leak Adjustment in the previous 24 months

Under all circumstances, the Meridian Metropolitan District reserves full and absolute discretion to consider, grant, modify, and/or deny any and all Leak Adjustment Applications or other billing adjustments, and nothing in this policy guarantees to any customers, users, and/or accounts any Leak Adjustments, offsets, credits, or other billing modifications.