



1232 Washington Street
Calistoga, CA 94515

City of Calistoga Billing Adjustment Application

A billing adjustment is available to customers who experience extraordinary water consumption due to leaks once per twenty-four month period. In addition one unexplained usage billing adjustment for the life of the account is also available.

Date: _____

Account Number: _____ Service Address: _____

Customer Name: _____ Phone Number: _____

Date Leak Was Noticed: _____ Date Leak Repaired: _____

Leak Caused By: _____

Description of Repair Work: _____

Leak Adjustment Program

If you find a leak and your water bill was exceptionally high, you may qualify for a billing leak adjustment after the leak is fixed.

Program Conditions

RECEIPT FOR REPAIRS MUST BE ATTACHED to completed form

- The increase in consumption must have been caused by a leak which has been repaired.
- The increase in consumption must be at least 50% more than the property's average corresponding seasonal water consumption, as evidenced by the historical water consumption available for the property.
- The repair must be completed within 30 days of the increase in consumption (from the date of the bill).
- An adjustment to the customer's account will be limited to two (2) consecutive billing periods.
- Limit of 1 account adjustment every 24 revolving months based on the date of last leak adjustment on the account.
- All documentation must be submitted within 60 days of the bill date for the first bill in question. When applying for the unexplained usage billing adjustment, repair bills are not required.
- Customers must sign form and verify they have read all information on this form

Once this application is received, with complete documentation included, the City will review the account for compliance with policy conditions. If all conditions are met, the City will provide an adjustment to the account.

I certify that I understand the requirements in this form and that to the best of my knowledge the information is true.

Customer Signature: _____ Date: _____