



119 East Olin Ave  
Madison, WI 53713  
(608) 266-4641  
Madisonwater.org

## Application for One-time Leak Adjustment

Please print clearly and review the **Program Rules on Page 2**. Applications with missing or incomplete information will be rejected.

### Applicant Information

Applicant name \_\_\_\_\_ Property Management Company (if applicable) \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Mailing address (if different from above) \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Daytime phone number \_\_\_\_\_

I am the: ☐ Property owner ☐ Tenant ☐ Property Manager ☐ Other (please specify) \_\_\_\_\_

Approximate date leak began: \_\_\_\_\_ Date Leak Repaired: \_\_\_\_\_

Description of leak and repair:

### Application Agreement

The leak adjustment is a **one-time** credit on the Madison Municipal Services Bill. I understand that this property will not be eligible for any additional leak adjustments in the future if this request is approved.

Applicant Signature/ Initials \_\_\_\_\_ Date \_\_\_\_\_

### Submission Instructions:

Forms can be submitted by email, fax, or U.S. Mail.

Email: Send completed applications as an attachment to [municipalbilling@cityofmadison.com](mailto:municipalbilling@cityofmadison.com)  
Fax: Send to (608) 266-4426  
Mail: Madison Water Utility  
119 East Olin Ave  
Madison, WI 53713

## **Courtesy Leak Adjustment Program Overview**

Sometimes broken or damaged plumbing fixtures, irrigation equipment, or pipes can cause unintentional water loss. If that happens, a customer may be eligible for a one-time Courtesy Leak Adjustment to their bill. If an adjustment is approved, all wasted water above normal consumption will be billed at the lowest rate possible. Customers may also be eligible to receive a one-time sewer adjustment.

Madison Water Utility encourages you to stay on top of plumbing problems before they get out of hand by taking advantage of MWU's online conservation tool. View your weekly, daily, even hourly water use, and sign up for email alerts, so you'll be notified if your usage suddenly increases.

### **Program Rules:**

- Customers must submit a Courtesy Leak Adjustment application.
- Leak adjustments will cover no more than two (2) consecutive months.
- Only one (1) billing adjustment will be allowed per property.
- Any adjustment will show up as a credit on the bill following approval.
- The cause of the leak must be repaired before an adjustment can be approved.

### **No adjustment will be granted in the following situations:**

- High water use cause by seasonal activities such as watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc.
- When leak continues for three (3) or more months, there will be no adjustment for the third or subsequent months.

### **Questions?**

Contact Madison Water Utility Billing Office:

Email: [municipalbilling@cityofmadison.com](mailto:municipalbilling@cityofmadison.com)

Phone: (608) 266-4641