



Dear Water Customer:

On the reverse side is the City's Water Leak Report Form. To be eligible for a credit on water lost due to a reported leak, the following criteria must be satisfied:

- Most recent billing (last 30 days) demonstrates an increase in consumption
- A leak in water service on the customer's side of the meter is located and repaired
- A Water Leak Report form is filed within 30 days of the bill demonstrating a leak, and
- Water consumption returns to historical levels following repair of the leak (requires a full 60 days billing cycle after the leak is repaired).

Credits, if granted, will be 50% of the water billed on the customer's most recent statement attributed to the leak reported and are not retroactive. Residential water leaks reported after July of each year will not result in wastewater credit for the current year as wastewater charges are based on previous winter's water consumption.

A detailed evaluation of leak report forms requires a full consumption cycle (approximately 60 days) after the leak is repaired for the City to make a determination. Customers can expect to receive a response to their claim no fewer than 75 days following the filing date.

Provided the length in evaluating each claim, customers should continue to remit minimum payment as detailed on the bi-monthly billing statement while a leak review is pending. If an evaluation of the account determines a leak was present, the account will receive an appropriate credit for water lost however no credit will be made for late penalties if a customer fails to make timely payments.

Please feel free to contact the Finance Department at (650) 616-7086 should you have any questions.

Mail completed form to: **Finance Department  
567 El Camino Real  
San Bruno, CA 94066**



## WATER LEAK REPORT

### For Office Use Only

Date Received: \_\_\_\_\_

Approved/Denied/Pending

#### Action

Credit Account: \_\_\_\_\_

Wastewater Avg: \_\_\_\_\_

Review Next Bill: \_\_\_\_\_

**Customer Number:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

**Type of Leak:**  Discovered underground leak  
*Describe below*  Discovered leaking faucet, toilet, or other outlet  
 Other *please specify* \_\_\_\_\_

**Date Leak Discovered:** \_\_\_\_\_

**Date of Repair** (attach receipts): \_\_\_\_\_

Please provide details regarding leak:

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*I have read and understand the notice (reverse) regarding the Water Leak Report and certify that a leak existed on the property and was repaired.*

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_

Name: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

**Return Form to:** Finance Department; 567 El Camino Real; San Bruno, CA 94066-4208

Voice: (650) 616-7086 • Fax: (650) 876-0256

<http://www.sanbruno.ca.us>