



City of San Marcos

Water-Leak Adjustment Packet

Please:

- Read all information and instructions
- Complete the adjustment request form
- Provide all supporting documents
- Remember this request does not stop the billing process. Any outstanding utility billed amounts are still due on their due date.
- Adjustments will not be made any more than two months retroactively, and the *number of bills adjusted* will not exceed two

If you need any assistance please call the Utility Customer Service Division at 512 393-8383. Go to the Utility Customer Service locations are 630 E. Hopkins (Municipal Bldg.) and 1040 Hwy 123 or email us at utility_billing@sanmarcostx.gov.

Thank you



CITY OF SAN MARCOS

UTILITY CUSTOMER SERVICE DIVISION

Water-Leak Adjustment Process

The City of San Marcos Utility Customer Service Division attempts to assist utility customers when they have experienced an unexpected unusually high-water bill due to a water-leak that has been corrected.

- Adjustments on a specific leak will not be made any more than two months retroactively, and the *number of bills adjusted* will not exceed two.
- The entire process will take approximately 10-14 business days from the date the completed information and proper support information is submitted for review.
- NO request will be processed without a completed form from the account holder and the support information.
- When the review is complete the customer will be notified if the adjustment is approved and for what amount or denied and why.
- All pending utility bills should be paid by the specified due date. All penalties and disconnection dates will still apply.
- Any request for arrangements must be submitted to the Utility Customer Service Mgr. or Supv. in writing.
- Return the completed form and support information to either Utility Customer Service location or email them to utility_billing@sanmarcostx.gov

Please read the Support Document Types and Approval Criteria on the Water Leak Information Form.



Water Leak Information

Date submitted: _____

Account #: _____ Phone #: _____

Name: _____ Address: _____

The date range of leak: _____

Date when leak was fixed: _____ Leak fixed by: _____

What caused the leak - Example: outside pipe leak, toilet leak etc.

Contact Person

Please return the completed form to one of our locations or email it to utility_billing@sanmarcostx.gov

*****This request will not stop the billing process. Any bills are still due on due date.*****

Required Info:

1. An invoice from a plumber
2. A work-order, if repairs were made by a property manager through in-house maintenance
3. If repairs were made by the occupant, a letter detailing the work done, details to include:
 - a. The date that the repairs were made.
 - b. A specific explanation of where the leak was located, and what was done to repair the leak.
 - c. If available, a copy of any receipts for replacement parts and/or materials used in making repairs.
4. Pictures of the leak area before and after the repair is completed.

Approval Criteria:

1. Water adjustment requests will be reviewed, and adjustments calculated if the stated criteria are met, by either the Utility Customer Services Manager or a Utility Customer Services Supervisor.
2. The Utility Customer Services Manager or Supervisor must approve all water and wastewater adjustments.
3. Upon final approval/denial of the adjustment, the customer will be notified of the results of the adjustment and of the account balance after the adjustment.
4. If an adjustment is denied, or if the adjusted amount ends up being above the normal billing amount, the customer may request a payment arrangement with the Utility Customer Services Manager or a Utility Customer Services Supervisor.