



Report of High Water Usage

Utility Account # _____

Service Address _____

This form is being provided so that you may report unintended high water usage. Proof of repair is required to evaluate your account. Please **attach copies of your repair bill or receipts** and return with the completed form. Adjustments are provided under the conditions listed on the reverse side.

Fax: (707) 794-9248

Email: ubpayments@rpcity.org

Mail: City of Rohnert Park - Utility Department

130 Avram Avenue

Rohnert Park, CA 94928

Phone: (707) 585-6750

Name or BusinessName: _____

Home Phone: _____ Work Phone: _____

Type of Account: Residential Account / Multi-Family Account

of Adults in household: _____

of Children over 5 years: _____

of Children 5 and under: _____

If your high usage occurred during the months of December, January or February, we will automatically re-evaluate your winter average, which affects your sewer rate.

Commercial Account

The above address had abnormally high usage due to:

Leak Irrigation Other: _____

Date high usage began: _____ Date high usage ended: _____

If high use was due to a leak, please indicate the location of the leak and provide any pertinent information:

Signature of Account Holder

Title (if applicable)

Print Name

Date

High Water Usage

The City of Rohnert Park recognizes that there are circumstances which result in the unintended high usage of water. Leaks are often silent or invisible. The detection and repair of leaks on the property and/or the property owner's side of the meter are the responsibility of the customer.

If you have discovered a leak and made the necessary repairs, we will adjust your bill if the following conditions are met:

- High water usage must be at least 50% higher than the same period in prior years
 - High Water Usage form must be completed and submitted with copies of the repair bill or receipts within 2 months of the leak origination
 - Leak must be repaired and usage must return to normal prior to an adjustment being made to the account. As a result, the adjustment process may take at least 2 months
 - There must be evidence that the excessive water use was not due to willful or negligent acts of the customer. If the leak occurred and was not repaired within a 2 month period no adjustment will be granted
- ***Leak adjustments apply only to the current billing cycle and will not be retroactive. Leak adjustments will only occur one time in a twelve (12) month period, if the same leak occurs***
 - Water adjustments are based upon the wholesale rate from the Sonoma County Water Agency. If the unintended high water usage occurred during the winter average period, we will automatically re-evaluate your sewer cap
 - No Sewer adjustment will be granted after the winter average period

If you have any questions, assistance with filling out the form, or need to make payment arrangements, please contact the Utility Department at (707) 585-6750, 130 Avram Avenue, Rohnert Park. Our office hours are Monday through Friday, 8:00am to 5:00pm

For Office Use Only:

Date Received: _____ Application Receipt

Approved Denied Date: _____

Credit Amount: _____ Credit Date: _____

Winter Average Adjusted: _____