



LEAK ADJUSTMENT REQUEST FORM INSTRUCTIONS

*****PLEASE READ CAREFULLY*****

The Leak Adjustment Request Form must be filled out in its entirety. **Adjustments will not be considered if the form is incomplete.**

An adjustment to a high water bill will be considered only if the consumer;

- 1.) Provides an original affidavit both signed and notarized by a Notary Public.
- 2.) Exercises diligence in repairing and stopping the leak within one week after the consumer knew or should have known of the underground leak.
 - a.) A consumer's knowledge of the leak may be inferred by the Department of Water (DOW) from a high water bill or notification from the DOW. The consumer is strongly encouraged to call the DOW upon knowledge of a high water bill. The consumer may also speak with a DOW Representative on how to turn off the meter to keep the impact of high water usage minimal until the leak has been repaired.
- 3.) Submits a request for underground leaks only.
 - a.) Any above ground fixtures of any kind will **not** be allowed. This includes but is not limited to; plumbing fixtures, toilet flaps, toilet leaks, sprinkler heads, above ground sprinkler systems, above ground irrigation systems, above ground drip systems, any damaged above ground fixtures which caused the underground piping to be damaged, and any exposed waterlines within the consumer's premises.

It is the consumer's responsibility to continue making monthly payments towards their water bill regardless of the high bill in question. Please note that a consumer may incur late fees based on the past due amount and must be paid throughout the investigation process. If the consumer cannot afford to pay the entire monthly high bill, they may request for a payment plan. The DOW offers a payment plan in an effort to assist the consumer with paying high water bills. This service is also offered in the event the consumer's adjustment is not approved. The consumer is encouraged to contact the DOW for more information on a Payment Arrangement Plan.

Once an adjustment has been approved and applied to the consumer's account, the DOW will consider the matter closed. **Adjustments will only be granted once every two (2) years (Refer to Section IX - #6 of Rules and Regulations Part 2).**

If errors in workmanship are discovered after the repairs have been completed and the consumer incurs yet another high water bill as a result of poor and or shady workmanship, the consumer will be responsible for the high water bill and no further adjustment will be considered as a result. It is the consumer's responsibility to ensure they are hiring a licensed company, contract worker, and or private handyman, and or trusted family member, to perform the repairs thoroughly, accurately, and correctly.



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Name on Account, Account Number, and Premise Address: Located on the left hand portion of the water bill under the section titled Account Information.

Phone Number and Email Address: Must be the phone number (including the area code) of the person requesting the adjustment. The email address, if applicable, must be of the person requesting the adjustment.

Billing Statement Date(s): Located on the left hand portion of the water bill under the section titled Account Information. .

Billing Service Period(s): Located on the second page of the water bill under the section titled General Use Water Charges.

Date Leak Discovered: This is the date the leak was discovered either by the consumer, the company hired to find the leak, or the person hired to perform the repairs.

Location of Leak: Must be described in great detail and include all pertinent information.

Date Repair Completed: This is the date the leak was repaired by either the consumer, the company hired to perform the repairs, a private handyman, or a family member who performed the repairs.

Describe Underground Leak: Must be described in great detail and include all pertinent information.

Pictures: Before and after the repairs are performed.

Repair Bill / Invoice: Must outline all cost and fees associated with the repairs. If a private handyman, family friend, or consumer performed the repairs on their own, a detailed explanation of all work performed must be outlined in written detail and must be clearly legible. The information must also include current contact information of the person who performed the repairs.

Receipt (s) for Parts: A copy of the receipt (s) must be attached. All parts on the receipt must be itemized and clearly legible. Copies of credit card statements, bank statements, and or handwritten receipts for parts purchased, will not be acceptable. If parts were not purchased but were used to perform the repairs, they must be included in the written documentation.

Signed Affidavit: Required, and the document must be notarized by a Notary Public. Copies of a notarized affidavit will not be acceptable.



LEAK ADJUSTMENT REQUEST FORM
DEPARTMENT OF WATER, COUNTY OF KAUAI
4398 PUA LOKE STREET, LIHUE, HI 96766
TELEPHONE: 808-245-5400 / FAX 808-245-5813
TODAY'S DATE _____

Name on Account: _____

Billing Statement Date(s): _____

Account Number: _____

Billing Service Period(s): _____

Premise Address: _____

Date Leak Discovered: _____

Phone Number: _____

Location of Leak: _____

Email Address: _____

Date Repair Completed: _____

Describe Underground Leak (Attach additional sheets if necessary):

Describe Parts Repaired and or Replaced:

ATTACHMENTS

Pictures: Yes _____ **No** _____

Repair Bill / Invoice: Yes _____ **No** _____

Receipt (s) for Parts: Yes _____ **No** _____

Signed Affidavit: Yes _____ **No** _____

OFFICE USE ONLY

Profile Date: _____ **MXU#:** _____ **Office Person (Print Name):** _____

Office Signature: _____ **Approved: Yes** _____ **No** _____

If Denied, State Reason(s):



AFFIDAVIT

I, _____, after being duly sworn under oath do hereby depose and say:

1. I make the following statements from personal knowledge and I am capable to do so.
2. I am the account holder of water service account # _____ located at _____ (premise address).
3. I incurred a high water bill(s) due to an underground water leak(s).
4. I exercised due diligence in investigating the true cause of the water leak(s).
5. I hereby affirm the water leak was not caused by storm damage, flood, explosion, fire or any acts of nature.
6. I hereby affirm the leakage was not due to plumbing fixtures or exposed waterlines within the service premises.
7. I had knowledge of the leak on this date: _____.
8. I exercised diligence in repairing and stopping the leak within one (1) week after I first became aware of the leak.
9. The leak was repaired on: _____.
10. The substantiating evidence and documentation I submitted are true representations of the underground water leak(s).
11. I am requesting an adjustment on my water bill for the following service periods _____.
12. I understand and agree that the Department of Water may send a Representative to the premises to conduct further investigations regarding the water leak.

I do hereby swear under penalties of perjury that all of the foregoing is true, complete and correct to the best of my personal knowledge and belief.

Affiant's Signature

On this _____ day of _____ 20____, before me personally appeared _____ (Affiant's Name); to me known to be the person described in and who executed the foregoing instrument, and acknowledged that he/she executed it as his/her free act and deed.

NOTARY CERTIFICATION Doc	
Date: _____	# of Pages: _____
Notary Name: _____ Circuit _____	
Doc Description _____	
_____	Stamp or Seal
Notary Signature _____	Date _____

Notary

My commission expires: _____