



LEAK ADJUSTMENT REQUEST FORM

Please read this document carefully

FOR DISTRICT USE ONLY

Account #: _____ Tenant #: _____
Date Received: _____ Received By: _____
Verify Leak WO #: _____ Extension WO #: _____

Green Valley Special Utility District (GVSUD) is not responsible for leaks that occur on the customer's side of the meter. However, GVSUD may grant a credit adjustment to an account when a leak has occurred on the customer's side. Before GVSUD will consider granting an adjustment, the leak must be repaired, and the appropriate written documentation must be provided to GVSUD. Receipt of repair or other documentation provided does not automatically qualify a customer for credit. A review of your documentation will determine if a credit can be granted. If your request is denied, you will be notified in writing.

Irrigation leaks are considered homeowner maintenance and will not be eligible for a leak adjustment. This includes, but is not limited to sprinkler heads, sprinkler tubing, sprinkler valves, irrigation controllers, emitters, fittings, drip irrigation tubing, and drip irrigation manifolds.

Please complete, sign, and return this form to GVSUD along with copies of your repair invoice, store receipt, or pictures that confirm the repair work has been completed.

If approved, the credit will appear on your billing statement. Please allow two billing cycles for an approved adjustment to appear on your bill.

GVSUD may only grant one leak adjustment per account every two (2) years. If you have a leak during this 2-year period, GVSUD may offer a payment plan.

My account is currently set up on an Automatic Bank Draft, and I would like to remove the Bank draft until the leak adjustment process has been completed.

IF YOUR ACCOUNT IS SET UP WITH A RECURRING PAYMENT VIA YOUR CREDIT/DEBIT CARD YOU WILL NEED TO MANUALLY STOP THE AUTO PAY BY VISITING THE GVSUD CUSTOMER PORTAL.

Date Leak Fixed: _____

Describe Leak in Detail:

Email Address: _____ Phone Number: _____

Customer Name: _____

Service Address: _____

City: _____ State/Zip: _____

Customer Signature: _____ Date: _____

You can remit this from electronically to customerservice@gvsud.org, mail to PO Box 99, Marion, Texas 78124, fax it to (830)420-4138, or deliver it to the office located at 529 S Center St., Marion, Texas 78124