Courtesy Leak Adjustment Application

A courtesy adjustment is available to customers who go over their allocations caused by extraordinary water consumption due to leaks. When an adjustment is made, the excess units of water for Tier **5** are re-billed at the Tier 2 rate.

Account Holder's Name: _____ Last 4 digits of Social Security #:_____

Service Address: _____

Cell Number: _____ Home number: _____

Account Number: _____ Email Address: _____

Leak Adjustment Policy:

If you find a leak and your water bill was exceptionally high, you may qualify for a courtesy leak adjustment after the leak is fixed.

Policy Conditions:

- **RECEIPT FOR REPAIRS (Original and verifiable vendor or store receipts only, NO COPIES) MUST BE ATTACHED** to completed form. **DATE REPAIR MADE:** _____
- The increase in consumption must have been caused by a leak, which has been repaired.
- The increase in consumption must be at least 50% more than the property's monthly average corresponding seasonal water consumption, as evidenced by the historical water consumption available for the property.
- The repair must be completed within 60 days of the increase in consumption (from the date of the bill).
- An adjustment to the customer's account will be limited to one (1) billing period.
- Limit of 1 account adjustment every 12 revolving months based on the date of last leak adjustment on the account and per location.
- All documentation must be submitted within 90 days of the bill date of the first bill in question.

Briefly explain what repairs were done at the property:

I certify that I understand the requirements in this form and that, to the best of my knowledge, the information is true.

Account Holder's Signature:_____ Date: _____

Once this application with original receipts attached is received, the District will review the account for compliance with policy conditions. If all conditions are met, the District will provide an adjustment to the account and will reflect it on your bill. Please be aware that it can take up to 6 weeks to process your request.

For District Use only:
Date Received & Initials: _____
Processed By: _____
Denied: _____
Approved: _____
If Approved, Credits:_____

Please return form and proof of repairs to:
Palmdale Water District
2029 East Avenue Q
Palmdale, CA 93550

Revised: 12/19/2019

Find and Fix Leaks



Follow these tips to find leaks inside or outside your home.

Turn Off the Water
Before you look for leaks, make sure no water is being used inside or outside of your home.

Locate your water meter
About 90 percent of all area residential water meters are located on the front sidewalk. The first step is to check your water meter for movement. Look at the top of the meter. You'll notice a triangle called a flow indicator. The red triangle (flow indicator) will move whenever water is passing through it. If your meter doesn't have a flow indicator, you can use the sweep hand on the register to indicate water loss. If either the flow indicator or the sweep hand is moving, you may have a leak or malfunction if you are sure water is not being used inside the home.

Check Your Toilets
Locating a leak is a process of elimination. Shut off one toilet at a time at the wall. In between each shutoff, go out to the water meter and check your flow indicator. If the small triangle stopped moving, that means the toilet is the culprit. If the small, red flow-indicator triangle is moving, that toilet is not the problem. Something else is causing the water flow.

Check Your Irrigation System
Shut off the anti-siphon valve that serves your sprinkler system. Check the red flow-indicator triangle at the water meter. If the flow indicator stopped moving, the sprinkler system is the problem.

Check Your Water Softener
Most softeners have a bypass lever. Turn the lever to allow water to bypass the softener. Check the red flow-indicator triangle at the meter. If the triangle is no longer moving, you have isolated the leak to your softener. (You also can check for leaking swamp coolers, water-cooled air conditioners, ice machines and reverse osmosis units by turning the bypass lever on each and checking the meter.)

Check Your Pool
First, turn off the automatic fill valve and place a bucket on a step where the bucket rim is at least a few inches above the water line. Then place a heavy weight in the bucket and add water until the water level inside the bucket is equal with the water level in the pool. Leave the bucket and pool undisturbed for several hot days, then compare the water level in the bucket to the water level in the pool. If the water level in the bucket is noticeably higher than the water level in the pool, you may be losing water to a leak. if this is the case, contact a pool leak detection specialist for further assistance.

Check Your Main Service Line
Find your water shutoff valve. This is usually in your front yard near the sewer riser cap, in your garage or near your water softener unit. Shut off the valve to cut off all water to your home, go in the house and turn on a faucet to make sure the water is off. Check the red flow-indicator triangle at the meter. If the red triangle is moving, the leak is between the shutoff valve and the water meter.

Last step
Close the water meter cap to prevent damage to the lens and replace the meter box lid. If you are not able to find the leak, call a professional plumber to locate and fix the leak(s). If you find a simple leak like ones caused by your toilet flapper or kitchen faucet, you may want to fix the problem yourself, but be sure to keep all receipts.

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