



UTILITY BILLING DEPARTMENT  
6601 EAST HIGHWAY 22, CALLAWAY, FL 32404  
PHONE: (850) 871-6000  
[WWW.CITYOFCALLAWAY.COM](http://WWW.CITYOFCALLAWAY.COM)

## LEAK ADJUSTMENT REQUEST

*(Please Print or Type)*

Date of Request: \_\_\_\_\_

Account Number: \_\_\_\_\_ Phone: \_\_\_\_\_

Account Holder's Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Date Leak Occured: \_\_\_\_\_

Date Leak Repaired: \_\_\_\_\_

### **NOTE:**

- Current utility bill will need to be paid; if an adjustment is due, it will appear on the next month's bill.
- Bill adjustments are available on the sewer portion of the utility bill only.
- No adjustments will be given for the water portion of the bill
- Please attach required support documentation as adjustment will automatically be denied without documented proof.

\_\_\_\_\_ Date: \_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  APPROVED  DENIED  
CSR



UTILITY BILLING DEPARTMENT  
6601 EAST HIGHWAY 22, CALLAWAY, FL 32404  
PHONE: (850) 871-6000  
[WWW.CITYOFCALLAWAY.COM](http://WWW.CITYOFCALLAWAY.COM)

The City of Callaway offers a ONE-TIME-ALLOWANCE PER YEAR FROM LAST ADJUSTMENT on the customer bills for qualifying water leaks.

**To be eligible for an adjustment, you must:**

1. NOT have received an adjustment within the previous 12-month period.
  - One (1) undetected leak per year from last adjustment (for example – received adjustment on 7/15/20 - you will not be eligible to receive another until after 7/15/21).
2. Provide proof of the repair (receipts for any materials or services related to that repair, or invoice from a licensed plumber.
3. Request the adjustment within 30 days of the date of the water bill suspected of indicating a water leak **OR** within 30 days of when the City of Callaway first notified you of the suspected problem, whichever came first.

**No adjustments will be granted under the following conditions:**

1. Irrigation leaks (any leaks associated with irrigation system is not eligible).
2. To builders for new construction.
3. If no immediate steps were taken, after detection of the leak, to prevent further loss of water.
4. If water from the leak has entered the sanitary sewer system (toilets, etc.)