

Big Mesa
Mutual Domestic Water Consumers Association
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Water Leak Adjustment Application

APPLICATION INFORMATION:

Date: _____

Member Name: _____ Phone Number: _____

Service Address: _____ Account Number: _____ Email: _____

EXPLANATION: _____

MONTH APPLYING FOR: _____

I am applying for an account adjustment due to: (check 1)

_____ a water leak **(OR)** _____ theft **(OR)** _____ vandalism

(Please initial below where indicated)

_____ I affirm that the leak has been repaired **and I have installed a personal shut-off valve**. I have attached the following documentation as evidence:

- Receipt from certified plumber
- Receipts for applicable part(s), pictures of repair
AND
- Signed letter that I, or a friend, completed the repair and installed a personal shut-off valve
- I have reported the **theft or vandalism** to the police and have taken action to prevent future theft or vandalism and I have attached as documentation the police report and/or a receipt for a faucet lock or similar device.

_____ I understand that I am responsible for all water consumption and that if my application is approved, my bill will be adjusted to reflect charges at the lowest monthly water rate.

_____ I understand that I must make a payment consisting of my average bill for the month or duration in question during review of my application.

_____ I agree to use my personal shut-off valve to turn on and off my water.

I have read and agree to the terms presented in this application. I affirm under penalties provided by law that the information presented by me on and with this application is true and correct.

SIGNATURE _____ DATE: _____

WATER LEAK ADJUSTMENT RULES

Big Mesa Mutual Domestic Water Consumers Association will consider adjusting Member water accounts when they experience a higher water consumption than usual due to a water leak, theft or vandalism and results from conditions beyond the customer's reasonable control or knowledge.

PLEASE READ CAREFULLY

- ONLY ONE Water Leak Adjustment per Member may be approved.
- An account adjustment is applicable up to a maximum of 30 days and is limited to covering portions of up to two (2) billing cycles.
- The Member is responsible for all water consumption, and in the case of an adjustment approval, the member will pay for the water consumed at the lowest monthly rate.
- The Member must make a payment in the amount of the Members average bill for the month in question.
- The Member must apply for the adjustment no later than 60 days following the occurrence of the perceived spike in consumption.
- The consumption spike must be higher than any recorded consumption in the prior 12 months. The leak must have ceased by the time of application.
- The leak must be repaired, and personal shut-off valve installed, **prior to the approval** of an adjustment. Verification of the leak repair and/or personal shut-off valve installation must be included with this application. Acceptable verification documentation consists of; receipt for repair/installation performed by a certified plumber or a letter on company letterhead from plumbing company certifying the repair/installation: signed affidavit certifying customer made the repair/installation, receipt(s) for parts purchased and pictures of repair/installation.
- If the source of a leak is due to theft or vandalism, the Member must report the theft or vandalism to the police. A copy of the police report must be submitted with the application for a water leak adjustment consideration. Big Mesa MDWCA, requires that the Member take action to prevent the potential of future theft or vandalism, such as the installation of a faucet lock, and provide the Association with a receipt for the purchase of the mechanism or evidence of installation.
- A Member with a delinquent account must pay all outstanding charges or have a current payment arrangement on file with the Association.
- NO refund checks will be issued for approved account adjustments.
- All account adjustments are approved at the discretion of the Big Mesa MDWCA Board of Directors.

SIGNATURE _____ DATE: _____