



City of Elyria, Ohio – Public Utilities Office

131 Court Street, Suite 102 | Elyria, OH 44035

Phone: (440) 326-1570 | Fax: (440) 326-1588 | email: utilities@cityofelyria.org

Request for Water Leak Credit

In the event of a documented loss of water due to a leak or other unforeseen circumstance on the customer side of the meter, resulting in more than the average consumption for the account, the customer may apply for a credit.

Credit may be given under the following conditions:

- Proof of the repairs has been presented within thirty (30) calendar days of customer receiving high consumption bill; and
- The account holder has reported the leak to the Utilities Office on the appropriate form with all documentation required; and
- The account holder to present proof of such loss to the satisfaction of the City along with a brief description of the leak and the repairs made (provide description on back of form); and,
- A credit has not been granted within the past 24 months.

SERVICE ADDRESS: _____
(Street Address) (City, State and Zip code)

ACCOUNT HOLDER (NAME): _____
(Last Name, First Name, OR Business Name)

Please select one of the following: ☐ OWNER ☐ TENANT ☐ MANAGEMENT COMPANY ☐ REALTOR

Telephone (____) _____ Cell Phone (____) _____ Email _____

Credit Calculation Methodology: Determine the average monthly consumption over the twelve (12) month period, immediately preceding the leak (or period of time as an account holder, if less than 12 months). Subtract the average monthly consumption from the consumption in dispute. Credit the customer fifty percent (50%) of the difference between the average consumption and the consumption in dispute (water and sewer charges only).

- In consideration for receiving utility service from The City of Elyria at the above location, I hereby acknowledge responsibility for payment of service billings. I will continue to make payments on my utility account until a possible leak credit is determined. All utility accounts are billed and payment by the indicated due date is required to prevent interruption of service. You are responsible for utility service until your account is closed.
- I understand that The City of Elyria is not responsible for water damage to this property or its contents.
- Once a water leak credit amount has been determined, I understand that I will be required to have a General Release Form signed and notarized. This Form will be mailed to the property owner. **No credit can be applied to an account without the Form being returned to EPU. YOUR ACCOUNT MUST ALSO BE PAID IN FULL UP TO THE APPROVED LEAK CREDIT AMOUNT, BEFORE THE LEAK CREDIT CAN BE APPLIED.**

Account Holder Signature _____ Date: _____

Property Owner/Agent Signature _____ Date: _____

For Office Use Only:	Account#	
	Owner Info (if account holder is tenant):	
Zone:		
Credit Amt:	Forms Mailed: Initials:	Forms Received: Initials:

Rev.11/25