



16318 Great Oaks Drive • Round Rock, Texas 78681

Phone (512) 255-7871 • FAX (888) 277-5145

Email: CustomerService@bcmud.org • Website: www.bcmud.org

WINTER STORM LEAK ADJUSTMENT REQUEST Utility

Customers who experienced a water leak due to the winter storm event may request an adjustment by completing the Winter Storm Leak Adjustment Request form and providing the following information:

1. A request for the leak adjustment prior to May 30, 2021;
2. Provide a copy of the plumber's leak repair receipt or other evidence of the leak repair; and
3. Submit the form and supporting documentation to the Customer Service Department at the District's main office or email it along with the supporting documentation to customerservice@bcmud.org.

For customers that meet these requirements, the District will review their February 2021 water usage and compare it to February 2020 to identify the additional water usage associated with the leak. Eligible customers will receive a billing credit for the excess usage. For these customers, water bills for the February 2021 usage period will be based on the February 2020 historical water usage.

Make a copy of this completed form for your records.

Name: _____ **Phone:** _____
Address: _____ **Email:** _____
Account: _____ **Group:** _____

Please select the correct adjustment request:

Leak Repaired by Homeowner Date leak repaired: _____

Please attach documentation (receipts) of repair. Please see note below.

Leak Repaired by Plumber Date leak repaired: _____

Please attach documentation (receipts) of repair. Please see note below

Company Name: _____ Phone: _____

Address: _____

During sewer averaging period if a leak occurs BCMUD may use your last year's usage during the same month.

For Staff Use Only

Received By: _____ Date: _____

Printed Detailed Water Usage History

Approved By: _____ Date: _____

Rate: _____

Group: _____