

M.E.N. Water Supply
PO Box 3019
Corsicana, TX 75151
Phone/Fax (903)872-1899

LEAK ADJUSTMENT POLICY

A utility billing account holder is financially responsible for all water leaks located on the customer's side of a meter. MEN WSC offers billing adjustments for water leaks in accordance with the following policy:

1. All account holders requesting a billing adjustment must furnish a signed Leak Adjustment Request and a Licensed Plumber's Receipt which details the completed water leak repairs; or Dated Photographs clearly identifying leak site, repairs, and Identifiable location to the satisfaction of MEN WSC.
2. Commercial and Multi-Family account property owners may perform leak repairs on the customer's side of the meter only. In order to receive a billing adjustment the property owner shall obtain a Customer Service Inspection (CSI) certificate from MEN WSC. Contact (903)872-1899 to schedule a CSI; **repairs must remain visible throughout the inspection.** The fee for a CSI is \$35.00 - \$50.00
3. Sprinkler meters are NOT eligible for billing adjustments.
4. Residential water meters which provide both home and sprinkler service may be eligible for billing adjustments if a leak is present on the home portion of the customer's service.
5. Account holders may request one (1) billing adjustment every 2 years (24 months)– may include 2 consecutive billing cycles.
6. Leak adjustments may be subject to CSI inspection (\$35.00 -\$50.00 fee) and are not guaranteed.
7. The total amount of a customer's utility bill is the customer's responsibility to pay by the due date. Additional time to pay may be granted by contacting MEN WSC office at (903)872-1899 to make arrangements.
8. Customers requesting a METER TEST because they believe they did/ do not have a leak are NOT eligible for an adjustment if METER TEST shows meter is accurate within standard percentages.