



## Report of High Water Usage

Utility Account # \_\_\_\_\_

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

This form is being provided so that you may report unintended high water usage. Proof of repair is required to evaluate your account. Please **attach copies of your repair bill or receipts** and return with the completed form.

Fax: (707) 585-6705

Mail: City of Rohnert Park - Utility Department

P.O. Box 1489

Rohnert Park, CA 94928-1489

Phone: (707) 585-6750

Name or BusinessName: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Type of Account:  Residential Account / Multi-Family Account

# of Adults in household: \_\_\_\_\_

# of Children over 5 years: \_\_\_\_\_

# of Children 5 and under: \_\_\_\_\_

If your high usage occurred during the months of December, January or February, we will automatically re-evaluate your winter average, which affects your sewer rate.

Commercial Account

The above address had abnormally high usage due to:

Leak

Irrigation

Other: \_\_\_\_\_

Date high usage began: \_\_\_\_\_ Date high usage ended: \_\_\_\_\_

If high use was due to a leak, please indicate the location of the leak and provide any pertinent information:

\_\_\_\_\_  
Signature of Account Holder

\_\_\_\_\_  
Title (if applicable)

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

## High Water Usage

The City of Rohnert Park recognizes that there are circumstances which result in the unintended high usage of water. Leaks are often silent or invisible. Although detection and repair of leaks on the property and/or the property owner's side of the meter are the responsibility of the customer, the Sonoma County Water Agency offers Rohnert Park residents free property evaluations to assist customers in locating leaks and identifying techniques to lower water usage. Appointments for property evaluations can be made by contacting the Water Smart Home Program at (707) 547-1910.

If you have discovered a leak and made the necessary repairs, we will adjust your bill if the following requirements are met:

- Complete the Report of High Water Usage form
- Submit a copy of the repair bill or receipts
- Submit Water Smart Home Program evaluation form if a representative came to your home
- There must be evidence that the excessive water use was not due to willful or negligent acts of the customer

***Leak adjustments apply only to the current billing cycle and will not be retroactive***

If you have any questions or need assistance filling out the form, please contact the Utility Department at (707) 585-6750, 6800 Hunter Drive, Ste B, Rohnert Park. Our office hours are Monday through Friday, 8:00am to 12:00pm and 1:00pm to 5:00pm

For Office Use Only:

Date Received: \_\_\_\_\_  Application  Receipt  Water Smart

Approved  Denied Date: \_\_\_\_\_

Credit Amount: \_\_\_\_\_ Credit Date: \_\_\_\_\_

Winter Average Adjusted: \_\_\_\_\_