



101 OLD PLANTERSVILLE ROAD, MONTGOMERY, TEXAS 77316

Telephone: (936) 597-6434

Your Utility Bill

The City of Montgomery takes your water bill concerns seriously and is committed to water conservation and protecting our water supply. We offer two (2) types of adjustments, but only one (1) of each type can be made in a twelve (12) month period. Most adjustments will appear on your next monthly bill upon approval. While an adjustment may be made in certain circumstances, the City of Montgomery is unable to adjust for any water volume that utilizes the sanitary sewer system (e.g., toilet flapper, etc.).

1. **Leak Adjustment.** The water leak repair adjustment rewards customers for fixing leaks and is limited to one in a rolling 12-month period. A user may request an adjustment of a utility bill because of the loss of water through a defect in the user's water system. The adjustment may be made for a period not to exceed two (2) consecutive monthly billing periods preceding the filing of a written application on the Leak Adjustment Request form. No adjustment will be authorized until the leak in the system is repaired.
2. **Pool Refills.** Pools refilled with metered water within the last 90 days are eligible for a sewer adjustment based on the number of gallons used during the time it took to refill the pool. We will only adjust if your pool was refilled on your domestic water meter (non-irrigation meter). City staff will determine this number using our Beacon meter website.

To request a water leak bill adjustment, you must:

- Submit the Leak Adjustment Request form completed in its entirety within 90 days of the leak repair.
- Provide a copy of the leak repair receipt (or paid in full invoice which describes the repair) from a licensed plumber or receipt of leak repair parts and photo(s) of repair(s) including completion.
- Include your City of Montgomery water account number and address of leak.
- Provide the date range of the leak from date leak began to date repaired.
- Provide the date and description of the repair.

Applying adjustments

If eligible, up to two consecutive billing periods affected by the leak may receive an adjustment. This is determined by city staff using our Beacon meter website. The number of gallons determined will be final.

- It may take up to two billing cycles after the repair to determine if all leaks are sufficiently repaired and if the water use has returned to average use.
- The adjustment is applied as a credit to your account.
- Accounts receiving leak adjustments are ineligible for another water bill adjustment within the next 12 months.

What type of water leak may qualify for a water leak repair bill adjustment?

A water leak, beyond your control, that did not enter the sanitary sewer system such as under the foundation, inside the wall or on the line between the meter and house may qualify for a leak adjustment.

Send these documents to Utility Billing by one of the following methods:

- **Email:** utilitybilling@ci.montgomery.tx.us
- **Mail:**
City of Montgomery
Attn: Water Bill Adjustment
101 Old Plantersville Road
Montgomery, TX 77316
- **Drop Off:**
City of Montgomery City Hall
101 Old Plantersville Road
Montgomery, TX 77316

Why would I not qualify for a water leak repair bill adjustment?

Your account may not qualify for a water leak repair bill adjustment if:

- Leak Adjustment Request form was not entirely completed.
- Failed to provide documentation that the leak was repaired,
- Leak water volume utilized sanitary sewer system,
- Filled a swimming pool (Please complete Swimming Pool Refill Adjustment Form for this.),
- Established a new landscape (new sod, new trees, etc.), or
- Received a water leak repair bill adjustment in the previous 12 months.

How will my bill be adjusted?

If eligible, up to two consecutive billing periods affected by the leak may receive an adjustment. (This is determined by city staff using our Beacon meter website. The number of gallons determined will be final.) The adjustment is applied as a credit to your account. Upon receiving the adjustment, the account is ineligible for another water bill adjustment for the next 12 months.



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Leak Adjustment Request

To request a leak adjustment, please complete and submit this form. The form must be completed in its entirety to be considered. Please attach a brief description of how the repair was completed and a copy of the repair receipt by a licensed plumber or a receipt for parts and photos of the repair. The number of gallons decided upon by staff will be final.

1. Service address of leak:

2. Name on the Account:

3. Leak time frame in question:

This will be the date range from the date the leak began to the date repaired.

4. How was the leak repaired?

(EXAMPLES: Hired a plumber or I repaired the leak myself by purchasing and installing a part.)

5. Include copies of any repair receipts:

(EXAMPLES: Receipt for licensed plumber or if you repaired the leak yourself include receipt for parts.)

6. Include photo(s) of repairs if completed by anyone other than a licensed plumber.

7. Reason for requested adjustment:

I am requesting a reduction in the utility bill(s) from the City of Montgomery because of a defect experienced at the property above.

1. I have attached documentation/evidence of the repair of the leak.
2. I understand that any adjustment will be forthcoming on the next billing.
3. I also understand I will not be eligible for another adjustment for at least 12- months.

Signature

Date

Printed Name

By signing your name, you understand that the information given above will be used in processing your adjustment request. Your signature represents all information given to the city is correct.