

## **Water Leak Adjustments Now Available for Leon Valley Water Customers!**

At the November 2, 2021, City Council meeting, the City Council approved an ordinance allowing a one-time per year water bill adjustment for persons who experienced a water leak. If you had a leak after November 2, 2021, you may be eligible for an adjustment on your water bill.

Household water leaks can account for up to 10,000 gallons of water wasted every year. Ten percent of homes have water leaks that can waste ninety gallons or more per day! The most common types of leaks found in the home are worn toilet flappers, dripping faucets, irrigation systems, water softeners, and other leaking valves. These types of leaks are often easy to repair, requiring only a few tools and hardware that can pay for themselves in water savings.

The City of Leon Valley is responsible for the repairs and maintenance of all portions of water service up to and including the meter, but after that, all portions of water services, including lines, fixtures, and appurtenances are the responsibility of the property owner. Unless the leak is visible or audible, both the property owner and the City have no reliable method for the early detection of a private water leak until the next time the water meter is read, which could be thirty days. This Code amendment will allow an adjustment to the water bill for verifiable leaks that have been repaired in a timely manner.

As stated, Leon Valley water customers who have experienced a water leak may apply for a one time per calendar year adjustment to their water bill. A second water bill adjustment may be requested during the same calendar year, but only under extraordinary circumstances, as approved by the City Manager. The customer will send the water leak adjustment request along with a copy of the repair receipt, plumber's invoice or DIY plumbing parts invoice, a brief explanation of the type of leak, the date of repairs, and the account number or service address, to the Utility Billing Clerk who will process the request.

Adjustments would apply to the following:

- Irrigation system
- Flex supply line (sink, ice maker, dishwasher, etc.)
- Toilet (supply line or tank)
- Swimming pool (supply line, faulty refill mechanism)
- Water heater (supply line, faulty fill mechanism)
- Water softener (supply line, faulty fill mechanism)
- Broken pipe (wall, foundation, yard, etc.)
- Pressure Reducing Valve (PRV)

All receipts for repairs or for plumbing repair services must be submitted **within 60 days** after repairs have been completed.

Adjustments will be processed once consumption returns to normal and as a result, it may take up to two billing cycles to receive an adjustment.

For more information, please contact the Utility Billing Clerk at (210) 684-1391 ext. 224 or by email at [d.morales@leonvalleytexas.gov](mailto:d.morales@leonvalleytexas.gov).