

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 not in the sprinkler system.
5. Leaks at boat docks, sprinkler systems, or pools are NOT eligible for Leak Adjustments.
6. Account holders may request one (1) billing adjustment every 2 years (24 months)– may include 2 consecutive billing cycles.
7. Leak adjustments may be subject to CSI inspection (\$35.00 -\$50.00 fee) and are not guaranteed.
8. 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.
9. 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.