

# CUSTOMER REQUEST FOR LEAK FORGIVENESS

## J. Forgiveness Policy

- (1) Accidental catastrophic line break

Each property may be forgiven 1 accidental catastrophic line break every 5 years, at the Boards discretion. The customer will be charged for the previous months usage if they provide sufficient evidence to the Board.

- (2) Fire/Emergency usage

If a customer uses an excessive amount of water due to their property being in imminent danger, and they provide the Board with sufficient evidence, the Board may agree to bill for the previous months usage.

**CUSTOMER NAME:** \_\_\_\_\_ **DATE OF REQUEST:** \_\_\_\_\_

**BILLING ADDRESS:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**SERVICE ADDRESS:** \_\_\_\_\_

**DATE OF INCIDENT:** \_\_\_\_\_

### **PLEASE EXPLAIN**

**INCIDENT:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please return request to WCWD, PO BOX 34, Washington, CA 95986**

**once received- the Board will address at next regular meeting and make a decision regarding your request**

**I UNDERSTAND THE FORGIVENESS POLICY AND THAT IT IS UP TO THE BOARDS DISCRETION WHETHER OR NOT TO GRANT FORGIVENESS**

**CUSTOMER SIGNATURE** \_\_\_\_\_

***board use only below***

**APPROVED                      DENIED      (please circle one)**

**BOARD MEMBER SIGNATURE** \_\_\_\_\_