



WATER UTILITIES

Water Credit Request

Return to: City of Lubbock Water Utilities
P.O. Box 2000, Lubbock TX, 79457
watercredit@mylubbock.us
Fax #: 806.775.3027

Case No. (City Use Only) _____

Customer Information

Name: _____ Residential Commercial
Mailing Address: _____ City: _____ State: _____ Zip: _____
Email Address: _____ Daytime Phone: _____
Service Location Information - Property Address: _____
Utility Account Number: _____

Reason for Credit Request

Based on City Policy - credit adjustments associated with the following situations are not considered: toilet leaks, mechanical device malfunctions, irrigation system leaks and malfunctions, water heater leaks, water softener malfunctions, theft of water, etc.

Check all that apply

- Meter malfunction
- Water line leak
- Unknown high usage
- Incorrect meter read
- Average Winter Consumption (AWC) variance
- Other: _____

Months Requesting Credit for: _____

Supporting Documentation

Describe the reason for credit request. Attach supporting documentation, such as receipts for repairs, plumbing invoice, photos of the leak, etc.

Certification

I certify that the above information contained in and associated with this request is, to the best of my knowledge, correct and represents a complete and accurate statement. By signing below, I agree to allow City of Lubbock staff or inspector on site to review and verify the above information (as needed). *I acknowledge that the City will not process my request until all necessary documentation and information is submitted.*

(Please Sign) (Printed Name) (Date)