



DES - Utilities Services Office
2020 14th St N., Suite 500
Arlington, VA 22201

Customer Instructions for Requesting Leak Adjustment

Customers who have repaired a leak may submit a written request to the Utilities Services Office requesting a leak adjustment. Correspondence can be faxed to **703-228-7893**, mailed to DES/USO, 2020 14th St. N., Suite 500, Arlington, VA 22201 or emailed to leak@arlingtonva.us. The request must include the following information:

1. Date the leak was discovered and repaired.
2. Copies of detailed receipt(s) for any plumbing equipment purchases for self repair; or copy of plumber's detailed repair bill. (If receipts were not kept, the request can include details of measures taken to fix the leak.)
3. Location of leak - inside or outside.

Water Rules and Regulations, 1993 Seventh Edition, Revised July 1998

3.3 Monetary Adjustments Due to Leaks: In the event of an unknown loss of water inside the house or building, an adjustment to the water and sewer charges may be made of 50 percent of the excess water loss based on the previous year's consumption for the same period, the prior billing period, or the average of the year's consumption, whichever is determined by the Utilities Services Office to be the most reasonable, provided that the leak is promptly repaired when detected and evidence of such repair has been submitted. Only one courtesy adjustment per customer, per five-year period, may be granted for leaks inside the house or building.

In the event of an underground leak, which occurs between the meter and the house or building, the customer may submit a request for refund of excess water/sewer charges associated with the leak, provided that the leak has been promptly repaired by a plumber and the customer has submitted evidence of such repair. An adjustment may be made of 50 percent of the excess water loss and 100 percent of the excess sewer charges based on the previous year's consumption for the same period, the prior billing period, or the average of the year's consumption, whichever is determined by the Utilities Services Office to be the most reasonable.