



HIDDEN LEAK ADJUSTMENT TERMS AND CONDITIONS PER THE  
KENTUCKY TARIFF EFFECTIVE 9/10/2018 PURSUANT TO 807 KAR  
5:011 SECTION 9 (1)

Name on Account: \_\_\_\_\_

Account Number: \_\_\_\_\_

Full address of where you receive service:  
\_\_\_\_\_  
\_\_\_\_\_

Number of Occupants: \_\_\_\_\_

Rent: \_\_\_\_\_ Own: \_\_\_\_\_ Other (Specify): \_\_\_\_\_

Contact Information:

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Date leak/high use repaired: \_\_\_\_\_

Provide detailed reason for request and specific action taken to  
correct the issue: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This form should be completed, printed, signed and submitted to one of the  
following:

Email: KAWC\_-\_CustomerAdvocacy@amwater.com

Mail: 2300 Richmond Rd. Lexington, KY 40502 ATTN: Customer Advocacy

*Please note this request must include a plumber's statement or list of materials  
showing that the leak has been repaired to be considered for a leak adjustment.*

**Applicable:** To entire Service Territory of Kentucky-  
American Water Company.

**Availability of Service:** For Residential and Commercial  
customers.

**Rates:** A charge of twenty-five (25) percent of the  
applicable tariff will be applied to all water usage  
determined to be the result of a hidden underground  
leak.

**Terms and Conditions:**

- A hidden underground leak is defined as a leak in the customer service line between the meter and the premises.
- Hidden underground leak adjustments will be granted to residential and commercial customers.
- The customer must provide a plumber's statement or list of materials showing that the leak has been repaired.
- After verification of repairs by the Water Company, the bill will be adjusted by comparing the usage during the leak billing period to the average usage for the past six billing periods.
- A reasonable estimate will be used in cases when six prior periods of information do not exist.
- The excess usage will be billed at the rate specified above.
- During the lifetime of a water service line only two leak adjustments will be permitted. Each adjustment may cover a maximum of two billing periods.
- Before a third adjustment can be considered, the entire water service line from the meter box to the premises must be replaced.
- Plastic pipe for repair of underground water service lines must be certified to withstand a working pressure of 160 pounds per square inch or greater.

I hereby acknowledge the information submitted is true. I also understand submission of this form does not guarantee adjustment issuance.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_