



Water and Sewer Department
3071 SW 38 Avenue - Room 247
Miami, FL 33146-1520

Office: 305-665-7477
Fax: 786-552-8763
Email: WASD_CUSTRELATIONS@miamidade.gov

UNDERGROUND / CONCEALED LEAK ADJUSTMENT REQUEST

CUSTOMER INFORMATION			
Name on Account		Account Number	
Mailing Address		Telephone Number Work	
		Home	
		Cellular	
Mailing Address <i>City, State Zip Code</i>		Email Address	
Service Address			

REPAIR INFORMATION			
Repairs Completed By		Date of Repair	
Plumber's License Number <i>Example: License # CFC 010101 if applicable</i>		Type of License if applicable	<input type="checkbox"/> State of Florida <input type="checkbox"/> Miami-Dade County
Description of Repair <i>Include exact type & location of repair</i> <i>attach a separate sheet of paper if additional space is necessary</i>			

PAYMENT INFORMATION			
Payment Method	<input type="checkbox"/> Attached check <input type="checkbox"/> Payment made separately <input type="checkbox"/> Online payment http://www.miamidade.gov/water/pay-bill.asp <input type="checkbox"/> Check payment via telephone 1-877-565-9300 <input type="checkbox"/> Credit Card payment via telephone 1-877-729-5590	Confirmation Number <i>For Online or Telephone Payment</i>	
		Payment Date	
		Payment Amount	

I understand I can be considered for a concealed leak credit if all leakage has been corrected, consumption has decreased and an inspection by the Miami-Dade Water and Sewer Department has been completed. I also accept the \$30 service charge if the repairs require an inspection and agree to pay this charge even if my request for a concealed leak adjustment is denied.

Customer's Signature		Date	
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I wish to be considered for one lifetime concealed leak adjustment of 100% if the consumption rate exceeds six (6) times the average quarterly consumption based on the past year's consumption.

Customer's Signature		Date	
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REQUIREMENTS

- The above form must be completed and signed within 30 days after notification by the Department to the customer that a possible plumbing problem may exist.
- Attach copies of repair bill(s) and/or a letter from the company or person(s) completing the repairs.
- All prior balances must be paid.
- Submit payment of 40% of current charges or verify your account is paid in full.
- Before covering, repairs must be inspected by the Department. Enclose photographs prior to covering if the repair is in a hazardous traffic area.

WAYS TO SUBMIT

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IMPORTANT INFORMATION

- Possible access to your property will be needed depending on the location of the repair.
- No credits are issued due to leaks caused by a third party.
- If the customer is billed on a monthly basis, adjustments shall not be made for water loss for any leaks occurring on the customer's plumbing.
- If repairs have not been completed, you will not receive an adjustment to your account.
- An underground / concealed leak adjustment request may take up to 60 days for completion.
- The Department will notify you regarding any discrepancies with this adjustment request.

Miami-Dade Water and Sewer Department Rules and Regulations 2.10

(e) For customers billed on a quarterly basis, for leakage occurring underground or behind walls, the Department will assume 50% of water loss, as determined by the Department, based on the previous year's average, or on the rate of consumption after repairs has been made. (e) (2) The adjustment shall be applied to the billing period in which the repair was made and the previous billing period. The area of the repair should be left exposed (the customer must insure that hazardous conditions do not exist as a result of the repair), for inspection by the Department's inspector. (e) (4) No adjustment will be made for leaks occurring in toilets, hot water heaters, solar water heaters, washing machines, valves, spigots, or any other item or plumbing fixture which can be visually inspected. If the customer is billed on a monthly basis, adjustments shall not be made for water loss for any leaks occurring on the customer's plumbing.

***Example:**

High bill received 1-10-10:	112 units of water and sewer billed
Average usage after repairs:	32 units of water
Credit issued for 1-10-10 bill:	40 units of water - 50% credit issued ($112 \text{ billed} - 32 \text{ after repairs} = 80 \times 50\% = 40$)
	80 units of sewer - 100% credit issued ($112 \text{ billed} - 32 \text{ after repairs} = 80 \times 100\% = 80$)
Account re-billed for 1-10-10:	72 units of water ($112 \text{ billed} - 40 \text{ credit} = 72$)
	32 unit of sewer ($112 \text{ billed} - 80 \text{ credit} = 32$)

*NOTE: not applicable to accounts with sub meters