



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                                  |  |                              |  |
|---|--|------------------------------|--|
| <b>Name on Account</b>                                |  | <b>Account Number</b>        |  |
| <b>Mailing Address</b>                                |  | <b>Telephone Number</b> Work |  |
|   |  | Home                         |  |
|   |  | Cellular                     |  |
| <b>Mailing Address</b><br><i>City, State Zip Code</i> |  | <b>Email Address</b>         |  |
| <b>Service Address</b>                                |  |                              |  |

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

| PAYMENT INFORMATION   |   |  |  |
|-----------------------|---|--|--|
| <b>Payment Method</b> | <input type="checkbox"/> Attached check<br><input type="checkbox"/> Payment made separately<br><input type="checkbox"/> Online payment<br><a href="http://www.miamidade.gov/water/pay-bill.asp">http://www.miamidade.gov/water/pay-bill.asp</a><br><input type="checkbox"/> Check payment via telephone 1-800-565-1800<br><input type="checkbox"/> Credit Card payment via telephone 1-800-510-0880 | <b>Confirmation Number</b><br><i>For Online or Telephone Payment</i>   |  |
|                       |   | <b>Payment Date</b>  |  |
|                       |   | <b>Payment Amount</b>  |  |
|                       |   | 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. |  |

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|                             |  |             |  |
|-----------------------------|--|-------------|--|
| <b>Customer's Signature</b> |  | <b>Date</b> |  |
|-----------------------------|--|-------------|--|

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.

|                             |  |             |  |
|-----------------------------|--|-------------|--|
| <b>Customer's Signature</b> |  | <b>Date</b> |  |
|-----------------------------|--|-------------|--|

**REQUIREMENTS**

1. 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.
2. Attach copies of repair bill(s) and/or a letter from the company or person(s) completing the repairs.
3. All prior balances must be paid.
4. Submit payment of 40% of current charges or verify your account is paid in full.
5. 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