



North Marin Water District

REQUEST FOR BILL ADJUSTMENT

In the event water use for a disputed bill is in excess of one and one-half times the normal seasonal use as solely determined by the District, and there is no evidence that the excess use was due to a willful or negligent act, the consumer's account will be credited in accordance with the District's Bill Adjustment Policy ([NMWD Bill Adjustment Policy](#)). All leaks must be repaired and water use reduced to normal prior to an adjustment request. An adjustment is allowed only once in any consecutive 24-month period. Prior to granting a bill adjustment, the consumer must allow the District to complete a Water Smart survey to verify corrections have been made, and to identify other applicable water use efficiency measures.

Customer Name: _____ Account# (shown on bill): _____

Service Address: _____

Mailing Address (if different): _____

Home/Cell Phone: _____ Email: _____

Leak Location: _____ Date Repaired: _____

Describe the circumstances of the water loss, including when the leak or high use was discovered and corrective action taken:

Please complete in full and submit this form to the District via email, mail, or in person. Allow for a one week turnaround time for customer notification.

999 Rush Creek Place
P.O. Box 146
Novato, CA 94948
Phone: 415.897.4133 Email: billing@nmwd.com

(OFFICE USE ONLY)

WATER CONSV _____ NO ADJ LETTER _____ PROCESSED _____