



**CITY OF GALENA  
111 MAIN STREET  
P.O. BOX 234  
GALENA, MO 65656  
(417) 357-6226  
(417) 357-8033 FAX  
clerk@galenacityhall.org**

**NAME ON ACCOUNT:** \_\_\_\_\_

**ACCOUNT NUMBER:** \_\_\_\_\_

**NUMBER OF OCCUPANTS:** \_\_\_\_\_ **RENT** \_\_\_\_\_ **OWN** \_\_\_\_\_ **OTHER (SPECIFY):** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**DATE LEAK/HIGH USE REPAIRED OR CORRECTED:** \_\_\_\_\_

**PROVIDE DETAILED REASON FOR REQUEST AND SPECIFIC ACTION TAKEN TO REPAIR OR CORRECT THE ISSUE:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DID YOU INCLUDE Evidence (Receipt) of Leak Repair?**  
**(We require repair receipts and/or other documentation)**

**I HEREBY ACKNOWLEDGE THE INFORMATION SUBMITTED IS TRUE. I ALSO UNDERSTAND SUBMISSION OF THIS FORM DOES NOT GUARANTEE ADJUSTMENT ISSUANCE.**

**\* Please make sure all the blanks on this form are filled out before submitting.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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

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

[clerk@galenacityhall.org](mailto:clerk@galenacityhall.org)

**Fax: (417) 357-8033**

**Mail: City of Galena, P.O. Box 234, Galena, MO 65656**

**please allow up to 30 days for processing.**

**Please see page two (2) for the City of Galena Leak Adjustment Policy**



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The city of Galena has established the following Leak Adjustment Policy to be used in providing leak adjustments to its residential, commercial customers.

1. The City will make a leak adjustment only once a year when the usage being adjusted is at least two times greater than the customer's twelve-month average usage.
2. The City will not adjust for leaks resulting from leaking commodes, dripping faucets, malfunctioning appliances, or similar situations. Each of these leaks is under the sole control of the customer and the customer must act to avoid these leaks through proper maintenance, repair, and foresight.
3. A "hidden leak" is a leak causing excess usage that is hidden from view, such as in an underground line, behind a wall, or in a crawl space, and that produces no visible or audible signs that would alert a reasonably prudent person to the presence of the leak.
4. If the customer has a hidden leak, then the customer may request a leak adjustment. Upon the customer providing adequate information to demonstrate that there was a hidden leak and that it has been repaired (e.g. repair item receipts or contractor invoices, photo), the City will process a hidden leak adjustment in accordance with this policy. The City reserves the right to require documentation, including but not limited to repair item receipts or contractor invoices, to verify that a repair has been made and the leak was hidden before processing a leak adjustment.
5. The City will provide a hidden leak adjustment to eligible customers for a maximum of two billing periods: the period in which the leak developed and the period immediately following the month when the leak should have been repaired. The City may, in the alternative and as a courtesy to the customer, adjust the two highest consecutive months during the time the leak ran. An exception will be made if the leak occurred during a billing period or periods during which usage was estimated, or if the City in its sole discretion determines that other conditions exist that warrant an adjustment for additional time periods.
6. In the event of a second leak in the customer's service pipe, the customer should consider replacing the entire service pipe. Repeated leak adjustments or abuse of this policy may result in a denial of leak adjustments.