

Medina Water Supply Corp.
P.O. Box 1384
Medina, Texas 78055
(830) 589-7689

Courtesy Water Leak Adjustment Policy

Per Texas law, the Medina Water Supply Corp. is required to bill for all metered water. As a courtesy, in the event of a water leak, Medina WSC will consider an account for an adjustment under the following circumstances:

1. The leak resulted in an increase of at least 50 percent more than average usage (prior to the leak)
2. Customer must complete water leak adjustment request form
3. Customer can provide documentation proving leak repair in the following ways:
 - a. Receipt or invoice from a plumbing company for the repair
 - b. A written statement of self-repair along with receipts for parts used
 - c. Photographs of leak or repair
4. A sprinkler system malfunctioned and a repair was completed by an irrigation or plumbing company
5. The leak occurred and was repaired within the last 120 days

Other Notes:

- Leak adjustments are considered on a case-by-case basis.
- Leak adjustments will not be considered for no more than 2 consecutive billing cycles, in the event that a leak affects more than one cycle
- Only one adjustment will be considered within a 12 month period (not including the 2021 Freeze adjustment).
- For any leak adjustment granted by the Medina WSC, the adjustment will be based on the last year's average consumption.
- Water adjustments cannot exceed more than \$500 total.
- Any adjustment issued will be credited to the customer's account.
- Bills will not be modified until after completion of the adjustment process