

## **City of Dixon – Leak Policy**

If you suspect you have a water leak, please come in or call us at 707-678-7008. Utility Billing staff will request a site inspection by our Water Operations staff. If the source of the water loss is determined to be the responsibility of the City, the City shall repair the problem and the Utility Billing staff will issue a credit, if necessary, on the customer's next utility bill. If the source of the leak is determined to be the responsibility of the customer, the customer will need to repair the leak.

To be considered for a credit, all leaks must be repaired prior to the request and completion of the Water Leak Adjustment Request Form. The customer is required to attach receipts, work order and pictures along with the completed form and received by the City within 60 days form the bill date of the bill that reflects the leakage. If the customer elects to receive a credit, they will not be eligible for any future leak adjustments for 36 months.

This form is available at [www.cityofdixon.us](http://www.cityofdixon.us) or at the front counter located inside City Hall. You may email the form and any attachments to [utility.billing@cityofdixon.us](mailto:utility.billing@cityofdixon.us) or you may drop it off or mail it to:

CITY OF DIXON  
ATTN: UTILITY BILLING  
600 E A ST  
DIXON, CA 95620

**Eligible for a leak adjustment: Leaking toilets and/or anything that occurs on the exterior of the home, either from underground or unexposed pipes that occurs beyond the discharge flange of the water meter.**

**Not Eligible for a leak adjustment: Leaking faucets, fixtures and appliances, and any water distributing devices attached thereto.**