

City of Highland Haven

Undefined High Water Use Bill Adjustment

Did you receive a high water bill that was greater than two times your expected use for a single month? If so, you may be eligible for a water bill adjustment.

Why was my bill so high?

There are many reasons why your bill may have been higher than expected. Water leaks are the most common reason for high water bills.

Studies show that leaking faucets and toilets account for as much as 14 percent of indoor water use, wasting up to 170 gallons of water each day. Follow these simple steps to make sure leaks are not wasting your valuable water.

- Check all water connections for leaks.
- Check for toilet leaks, these can usually be repaired inexpensively by replacing the flapper.
- Check for leaks in the underground pipe by turning off all faucets. Then look at your water meter. If it's running, you probably have a leak.
- Does your sink, bathtub or kitchen faucet have a slow drip? These can usually be repaired by replacing the washer inside, the valve or rubber O-ring.

Am I eligible for an undefined high water bill adjustment?

To be eligible for an undefined high water bill adjustment you must:

- Be a single-family residential water customer and the account holder
- Have a minimum of 13 consecutive months of water use at the service address
- Have a single-billing period with undefined high water use
- Have not received an undefined high water use bill adjustment during the previous 24 months
- Have been billed for water use greater than two times the average water use for a similar billing period in the previous three years
- Complete and submit an application within 60 days of the end of the service period for the undefined high water use bill.

Why wouldn't I qualify for a high water use bill adjustment?

Your account may not qualify for an undefined high water use bill adjustment if during the high water volume period you:

- filled a swimming pool, spa or pond
- identified dripping faucets or other visible water leaks
- established a new landscape (new sod, new trees, xeriscaping)
- received an undefined high water use bill adjustment in the previous 24 months.

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How will my bill be adjusted?

If eligible, that account will receive an adjustment of up to 50 percent of the difference above the average water use for the one-month bill in question. (This is determined by using prior years' relevant use.) The adjustment is applied as a credit to your account. Upon receiving the adjustment, the account is ineligible for another adjustment for the next 24 months.

Water leak repair adjustment

To request a water leak repair adjustment, you must contact City of Highland Haven Water System within 60 days of the leak repair.

You will be asked to provide:

- A copy of the repair receipt or paid in full invoice
- Your water account number
- The property address where the repair took place
- Range of high bill dates caused by the leak
- The date and description of the repair

Send these documents to City of Highland Haven Water System by one of the following methods:

- Email: citysecretary@highlandhaventx.com
- Fax: 512-366-9721 Attn: Water Bill Adjustment
- Mail:
City of Highland Haven
510-A Highland Drive
Highland Haven TX 78654

Accounts are not eligible for an adjustment if they received a leak repair adjustment in the past 12 months.