



**ILLINOIS WATER LEAK ADJUSTMENT REQUEST FORM**

Aqua Illinois (Aqua) is not responsible for leaks that occur at a customer's property. Customers are responsible for maintaining their service line from the street to the house, their internal plumbing, and all water using appliances. Before Aqua will consider granting a water leak adjustment, the leak must be repaired, and the appropriate written documentation must be provided to Aqua. Receipt of this documentation, in and of itself, does not qualify a customer for an adjustment.

Toilet leaks, water heaters, water softeners, and any appliances or fixtures using water are the responsibility of the homeowner and **are not** eligible for leak adjustments.

The customer will continue to be responsible for paying the monthly water bill throughout this process. The possibility of a credit adjustment **will not** prevent collection action on current or past-due balances. Please allow up to two billing cycles for an approved adjustment to appear on your bill.

Please be advised that **a leak adjustment is an Aqua courtesy**, is not mandated by any tariff and, if approved, the credit will appear on your bill statement. If the adjustment is denied, a written notification of the denial will be sent to the address of record on the account. Aqua may only grant one leak adjustment per account per calendar year.

Please complete, sign and return this form to Aqua along with copies of repair bills and receipts that confirm the repair work that was completed.

Aqua America, Inc.

Attn: Illinois Leak Adjustments

762 West Lancaster Avenue

Bryn Mawr, PA 19010

Fax: 866.662.5055

Email: [acoil@aquaaamerica.com](mailto:acoil@aquaaamerica.com)

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State/ Zip: \_\_\_\_\_

AQUA Water account number: \_\_\_\_\_

Billing Months affected: \_\_\_\_\_  
(please note; an adjustment, if approved, will be made on the highest month's bill)

Date Leak Fixed: \_\_\_\_\_ Phone No: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date signed: \_\_\_\_\_