**2021 Winter Storm Emergency**

**Water Loss Adjustment**

**Effective: February 1 – April 30, 2021**

The City of Lucas experienced a winter storm emergency from February 11 through February 21, 2021. During this unprecedented storm, some water customers experienced unprecedented water leaks as well as damage to their homes and businesses. To help our neighbors and friends recover, the City of Lucas is providing a 2021 Winter Storm Emergency Water Loss Adjustment program. This provides individuals and businesses with an opportunity to recover **costs associated with the loss of water** sustained from damaged plumbing caused by the winter storm to water pipes and suppression systems.

To participate, you will need to complete this water loss adjustment form and if approved, you will receive a credit for water consumption based on the difference between the billing period in which the water loss occurred compared to the prior month. The completed form must be submitted to the City by Friday, April 30, 2021. The cost associated with repairs to water lines and suppression systems are still the water customer’s financial responsibility. To request a Winter Storm Emergency Water Loss Adjustment, a water customer must submit the following information to the City of Lucas to qualify for this type of adjustment:

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

**Account Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**Contact Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Email Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Describe the circumstances regarding the water loss:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Repair Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Description of Repairs:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Please provide information to substantial your request for an adjustment (e.g., attach a copy of the plumber’s invoice or copy of receipts for material purchased for the repairs). Submit the completed Winter Storm Emergency Water Loss Adjustment Request with the supporting documentation to:

By Mail: City of Lucas, Attention Utility Billing, 665 Country Club Road, Lucas, Texas 75002

In Person: Deliver your request to Utility Billing or place it in the drop box at City Hall.

Via Email: Send the required information to dmoody@lucastexas.us.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_