



CITY OF LUCAS
665 Country Club Road
Lucas, TX 75002
Phone: 972-912-1205

Water Loss Adjustment

In certain situations, the City of Lucas may provide a water loss adjustment in the form of a credit on your water bill when you experience an event that causes a substantial water loss. A substantial water loss is defined as water use more than **three times** the average monthly usage which is calculated by using the most recent twelve-month billing period. This credit applies the wholesale water rate to the amount of water loss due to qualifying circumstances (such as a water line break) to create a reduced amount owed on the water. The cost associated with repairs and reduced rate on the water loss are still the water customer's financial responsibility.

Please note that completing this request does not guarantee a water loss adjustment. To request a 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: _____

Repair Date: _____

Description of Repairs: _____

Please attach a copy of the plumber's invoice or copy of receipts for material purchased for the repairs.

Submit the completed 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: _____