



Eagle River Water & Sanitation District

Customer & Financial Services Department

846 Forest Rd
Vail, CO 81657
Ph: (970) 477-5451
Fax: (970) 476-8357

Dear Customer,

Eagle River Water & Sanitation District and Upper Regional Water Authority offers a “One Time Credit for a Water Loss Event”, defined as:

One Time Credit for Water Loss Event: A One Time Credit may be requested for an unintentional water loss event caused by broken and/or malfunctioning plumbing fixtures or pipes at a residence or building. A One Time Credit adjustment will be contingent upon proof that the leak has been repaired. The event adjustment will be based on the average of the previous three (3) years of consumption for the same period. Adjustments under this section will be limited to one time per ownership of the property.

In order to process your onetime credit request in a timely manner, we have devised a checklist for you. The District will wait one full billing cycle to verify the event has ended. **IF NOT COMPLETED IN FULL, YOUR REQUEST WILL BE RETURNED TO YOU.**

Date of Request: _____

Customer-Account#: _____

Property Address: _____

Date you became aware of the leak: _____

Date the leak was repaired: _____

- ◆ Attach a copy of the repair invoices or receipts
- ◆ Attach a letter of explanation of the event .

Owner’s Signature: _____ **Phone#:** _____

A District representative has the right of access to inspect to confirm that leak was repaired. It is a **ONE TIME CREDIT** per owner. If you have any further questions, please call our office at (970) 477-5451.

Sincerely,

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