



(815) 633-5461

nppwd@northparkwater.org

1350 Turret Drive, Machesney Park, IL 61115



Application for a One-Time Catastrophic Leak Adjustment

Please review the North Park Water FAQs on the back of this form and note that applications with incomplete information or without proof of the leak repair (i.e. receipts or invoices) will be rejected.

Applicant Name: _____ Account Number: _____

Address of property with leak: _____

Phone Number: _____ Email Address: _____

I am a(n): Property Owner Tenant Property Manager Commercial Customer

Approximate Date Leak Began: _____ Date Leak Repaired: _____

Description of leak and repair:

Application Agreement

I understand the leak adjustment is a one-time credit for a North Park Water service bill. I understand this property will not be eligible for any additional leak adjustments in the following twelve (12) months if this request is approved. I also understand that repairing leaks at my property is my responsibility and the water, even when leaking, is considered consumed.

Applicant Signature: _____ Date: _____

Submission Instructions

Forms can be submitted by email or U.S. Mail

Email: nppwd@northparkwater.org

Mail: North Park Water

1350 Turret Drive

Machesney Park, IL 61115

NPPWD Authorization Signature: _____ Date: _____

FAQs

Is the one-time leak adjustment guaranteed?

No, if the account does not meet the requirements for a catastrophic leak, the adjustment is not guaranteed.

What if I feel my meter is not reading accurately?

This is not the process for you. If you feel your meter is not accurately measuring your water usage, we are able to test the meter for accuracy. Generally, we use mechanical meters in residential homes, which do not speed up, but will get slower over time. Additional component units of the meter are the ERT and HRE, which can be visually verified for accuracy within our system. Please reach out to customer service if you have any questions regarding your meter reads accuracy.

How are the leak adjustments calculated?

If the leak adjustment is approved, it is calculated by taking the average consumption over a 12-month period, not including the leak period in question. From there, the difference between the full consumption in question and the average consumption are then calculated and are referred to as the "leak" amount. The leak amount is then split 50/50 between the customer and NPW. The amount the customer will be responsible for is the original average amount plus the 50% portion of the leak.

How many adjustments can one address receive in a 12-month period?

Accounts are only able to qualify for the adjustment one time per rolling twelve month period.

What qualifies an account for an adjustment?

In order to be considered a "catastrophic leak" and qualify for the one-time leak adjustment, the consumption in question:

- Must be 3 times the average consumption for the account in a twelve-month period
- Must be confirmed as being repaired (through receipts or invoices)
- Consumption must be confirmed to have returned to an average amount
- Account has not received an adjustment within the last 12 months