



CITY OF MOUNTAIN VIEW WATER CREDIT APPLICATION

Water credits are authorized through Mountain View City Code Section 35.27.1 and are based on a three-tiered structure of water usage rates. The City Code authorizes water credits in cases where a leak results in water use at the third-tier water rate (above the customer's historical use). This code allows water charged at the third-tier rate to be reduced to the second-tier rate. Providing a credit in this way allows the City to recover costs of the water used, while at the same time offering some relief to customers who have had the misfortune of a water leak that has significantly increased their utility bill. Customers are eligible for a water credit on one billing period every three years. To see if you qualify, please look at your most recent water bill to confirm you have third-tier water use. Accounts without third-tier water use are not eligible for water credits.

Applications should be submitted after your leak has been fixed and you have received the bill covering your leak period.

If you need help investigating a leak or high water bill, please visit our customer assistance portal at waterinsight.mountainview.gov. Water credit applications may be emailed to conservewater@mountainview.gov or mailed to Water Conservation, Municipal Operations Center, 231 North Whisman Road, Mountain View, California, 94043. For questions, call 650-903-6216.

Name: _____ **Service Address:** _____

Account No.: _____ **Phone No.:** _____

Email: _____ **Today's Date:** _____

Date of Most Recent Utility Bill: _____

Cause of your high water usage:

Actions taken to address the problem:

Approximate date the problem was resolved: _____