
Durham Park Water Supply Corp

Water leak billing adjustment policy

Purpose: To provide relief to customers that have experienced a water break/leak that has substantially increased your bill. Qualifications need to be met and proof of a repair must be provided.

Qualifications: Adjustments will be considered for your address only once in a twelve-month period. No adjustments for customers with an outstanding balance or late payment history within the twelve-month period. The repair must be documented, and pictures and receipts provided along with account information.

Exclusions: Water bills less than 25% higher than the monthly average will not be processed for an adjustment. Any non-leak, higher than normal water usage will not be considered for an adjustment. While we encourage each consumer to repair leaky faucets, showers, and toilets, those items do not qualify for an adjustment.

Process: If you have a receipt for plumbing repairs done by a professional or parts and a picture of the repair if you did it yourself, we can help you out with a large bill. Here's how it works:

Send images of your receipts and a description of the leak to durhamparkwatersupply@gmail.com

or mail hardcopies to

Durham Park WSC
900 Glasscock Road
Liberty Hill, TX 78642

Make sure to include your name and the account number found on your water bill.



We will adjust your bill as follows:

Calculate the average usage at normal rates

You will be billed the average usage at normal rates plus the difference between average and actual usage at a discounted rate of 2.00 per 1000 gallons.

If we receive the information by the second Tuesday of the month, we can update the amount you owe prior to the due date of the 20th. If we receive the information after the second Tuesday, then you should pay the bill as billed and you will receive a credit for the following month's bill.