



CUSTOMER LEAK/POOL FILL CREDIT ADJUSTMENT REQUEST

You may request an adjustment on your water bill if you have experienced a leak. Customers may be eligible for this courtesy adjustment once per 24-month period. The consumption period to adjust cannot exceed 2 consecutive months. The consumption must be at least double of your 12-month average. The request must be submitted with 60 days from the 1st or 2nd consecutive affected bill date and must include receipts attached at the time of applying. You may also request a pool fill credit every 5 years. Pool fill credits are for sewer only and will not exceed \$35. Your bill must reflect at least a \$35 increase in your sewer charges to be eligible for the pool fill credit. Submittal of this request does not prevent your account from collection activity, including interruption of services.

If the repair invoice is not attached your request will be automatically denied.

Commercial [] Residential []

Name on Account: _____

Service Address: _____

Account Number: _____ Phone Number: _____

Brief description of your leak, when it occurred, how you discovered, repair date. If this a pool fill just put new or repaired pool: _____

By submitting this application, I am aware that only one adjustment per 24 month period (leak to leak date) and 5 yrs for pool fill will be considered. I understand that it is my responsibility to maintain my balance during this process. I certify that the above information is true to the best of my knowledge.

Signature _____ Date: _____

Allow up to 60 days for processing

Date received: _____

[] Denied [] Accepted