

WATER LEAK ADJUSTMENT REQUEST

Date of Request: _____ Number of residents: _____

I am requesting an adjustment on the utility bill at the following location:

Customer Name: _____

Address: _____

Account Number: _____ Customer Number: _____

Telephone Number and Email: _____

I am applying for a possible credit adjustment on my utility account with the understanding that once the review process has been completed, the account **MAY NOT** be eligible for a credit. The review process is performed in the order the requests are received and credits issued will be reflected on my utility statement as an adjusted amount. There will not be an adjusted bill sent out.

I understand that payment may not be withheld; the payment must be current to avoid the penalty charges and possible termination of service.

Repair bill/receipts attached? Yes__ No__ Date on repair bill: _____
Statement of repair

Signature: _____ Date: _____

By your signature, you are stating you understand the terms of this request

In the event your account qualifies for an adjustment, the credit will be issued for no more than 3 months on any one leak per year. Applying for an adjustment on a past due account does not exempt a customer from making payment. You must keep your account in good standing in order to avoid possible termination of services

Once adjustment has been reviewed, a representative will attempt to make contact with customer. Customer will be responsible for all past due balances to be paid within 3 business days of adjustment decision to avoid termination of services. ***Only 2 adjustments may be requested per calendar year***

*****FOR OFFICE USE ONLY*****

RECEIVED BY: _____ Cycle and Book # _____