

SWIMMING POOL ADJUSTMENT REQUEST

Date of Request: _____

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

Customer Name: _____

Address: _____

Account Number: _____ Customer Number: _____

Telephone Number and Email: _____

Pool fill date: _____

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.

Signature: _____ Date: _____

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

*** 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.

Pool Adjustments may not be submitted until the pool is filled

Account must have 2 normal billing cycles prior to review for an adjustment

No adjustments for pools filled with a yard meter

You will be charged for water usage only and sewer charges will be adjusted based on average usage for pool adjustments.

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

RECEIVED BY: _____ Cycle and Book # _____

