



# REQUEST FOR ADJUSTMENT

## Section 19-19 ADJUSTMENT OF BILLS

The City Manager or his or her designee is hereby authorized to make adjustments to water bills resulting from involuntary use of water due to leaks in water service lines or defective plumbing fixtures. Involuntary use is defined as water consumption resulting from one of the aforementioned causes, where the billed consumption exceeds the average monthly consumption for the previous six months by at least 100% and is a minimum of 10,000 gallons. Voluntary uses of water such as lawn watering or failure to turn off an outside hose shall not provide the basis for a water or sewer billing adjustment. In the event the involuntary use encompasses two billing cycles, the calculation for the adjustment utility bills for water charges for involuntary use of water due to leaks in service lines or defective plumbing fixtures and for Sewer billing adjustments from involuntary use of water due to leaks that did not result in the water entering the sanitary sewer. The billing adjustment shall be based on a review of the account for the six month period prior to the involuntary use. In the event involuntary use encompasses two billing cycles, the calculation for the adjustment shall be based upon the average monthly consumption which exceeds two times the average monthly consumption for the previous six months. **In order to obtain a water and/or sewer billing adjustment, the account holder must provide a written request seeking the adjustment and stating the reason for same. The request must be received by the City within sixty days of the date of the billing for which the adjustment is sought and must be accompanied by evidence, such as a plumber's bill, that a leak or other involuntary use has occurred, has been repaired, and must establish that the involuntary use did not result in the water entering the sanitary sewer system.** Water and sewer billing adjustments shall be limited to the two month period prior to the repair of the leak. Such adjustments may only be granted once in any twelve month period. The total amount of the adjustment shall not exceed fifty percent of the excess usage.

**DATE:** \_\_\_\_\_

**ACCOUNT NUMBER:** \_\_\_\_\_

**ACCOUNT NAME:** (print) \_\_\_\_\_

**SERVICE ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

**PHONE:** \_\_\_\_\_

I hereby request an adjustment to my account for repairs completed on \_\_\_\_\_  
DATE  
 due to \_\_\_\_\_  
 (Please attach any paid bills or receipts that would apply to this request)

I understand and agree with the terms of this request for adjustment.

\_\_\_\_\_  
Account Holder Signature

\_\_\_\_\_  
Date

OFFICE USE:

Date of Last Leak Repair Credit: \_\_\_\_\_ (must be 12 months, or more)

Verified all requirements completed: \_\_\_\_\_ Date: \_\_\_\_\_

Calculated/entered by: \_\_\_\_\_ Date entered: \_\_\_\_\_