



## Application for Customer Adjustment

A) Customer Adjustments will be processed in accordance with the Adjustment Policy 2.40.

This includes, but is not limited to, the following:

- 1) Authority customers may receive up to three (3) leak adjustments every six (6) years.
- 2) Adjustments will only be considered if ***the usage that was billed is at least double (2 times) the average usage*** that is normally billed for the account.
- 3) If approved, the bill will be adjusted by dividing the water and/or sewer commodity charge portion of the bill in half; the base charge is not subject to adjustment. Fifty percent (50%) of the commodity charge will be the responsibility of the customer to pay, and the other fifty percent (50%) of the commodity charge will be deducted from the bill by an adjustment.
- 4) Supporting documentation is required, as noted below.

B) In order to submit a request for an adjustment, the following items listed below **are required:** (initial the supporting documents and return with this **signed** form)

\_\_\_\_\_ A written request that must contain a description of the cause and location of the leak and include an original signature on the request

\_\_\_\_\_ This form, with an original signature on it

C) To assist with the processing of the adjustment, the following items listed below **are requested:**

(initial the supporting documents and return with this **signed** form)

\_\_\_\_\_ Plumber invoice, parts list showing repairs purchased, etc.

\_\_\_\_\_ Photos of the cause of the leak and/or photos of the work done

D) I am requesting adjustments for the following number of billing periods \_\_\_\_\_ (**number**).

E) I am requesting a pool/sewer adjustment per Adjustment Policy 3.A.2.

\_\_\_\_\_ A written request that must indicate when the pool filling started and was completed

\_\_\_\_\_ A written request that must indicate other sewer concerns

\_\_\_\_\_ This form, with an original signature on it

**By signing this application, I am certifying that the adjustment being requested was due to a leak or sewer concern on the property that I own and/or rent.**

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature