



Water and Sewer Adjustment Request

This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by phone or letter if the request cannot be granted or if additional information is needed. Customers will only be granted only one underground leak adjustment at a property every two years, and only one interior/situational usage adjustment at a property every three years.

Name on Account:

Water Billing Account: Number:

Service Address:

Email:

Contact Phone Number:

Date Leak Occurred:

Date Leak Repaired:

Type of Leak:

- 1. Underground Pipe
- 2. Irrigation
- 3. Toilet
- 4. Extreme High Use
- 5. Other:

Please describe the leak and the actions that were taken to complete the repairs.

By checking this box, I verify that necessary repairs have been made prior to submitting this form. I understand that adjustments to the water or sewer portion of my bill cannot be made until repairs have been completed.

I authorize DPW to process an adjustment on the water and/or sewer portion of my bill. If approved for adjustment, this will be one of the two adjustments authorized on my account which may result in DPW denying a future adjustment even if the future adjustment is for a higher amount.

If approved, the adjustment will appear on the customer's bill approximately 4 weeks after the request was received.