



REQUEST FOR BILLING ADJUSTMENT

Water Tariff Section 26.0 - ADJUSTMENT OF BILLS - When a customer has been overcharged or undercharged as a result of incorrect application of the rate schedules, incorrect reading of the meter, incorrect connection of the meter, or other similar reasons, the amount **may** be credited or billed to the customer as the case may be. No adjustment shall be made to the base charge. The Company may refund or bill the Customer the amount billed/unbilled in error for one-half of the period since the last test, said one-half period not to exceed six (6) months; provided that, if it can be shown that the error was due to some cause the date of which can be identified, the adjustment will be based on that date. If meter does not register, or if no reading can be obtained, only current billing **may be adjusted** using an estimate of previous billings. In the event a customer provides **acceptable documentation** evidencing an extraordinary circumstance such as a pipe break or the filling of a swimming pool, the Company may take such information into account in calculating the monthly charge for wastewater service, and in determining the appropriate block water usage rate.

Name: _____

Service Address: _____

Phone Number: _____ Email Address: _____

Location Number: _____ Customer Number: _____

TERMS AND CONDITIONS

- 1) **Limit of one adjustment within 12 months.**
 - 2) **Requests must be received within 60 days of the bill date for which the request is made.**
 - 3) **Request must include documentation to support the adjustment.**
 - 4) **Member's account must be current and in good standing.**
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I hereby request a billing adjustment for repairs completed on _____ due to _____.

(Please attach any paid bills or receipts)

I understand and agree with the terms of this Request for Billing Adjustment.

Account Holder Signature _____ Date _____

OFFICE USE: Date of last adjustment: _____ Verified requirements met: _____

Date: _____ Calculated/entered by: _____ Approved By: _____