

WASTEWATER ADJUSTMENT REQUEST

PHONE NUMBER _____ DATE SUBMITTED: _____

TO: CITY OF WHITE HOUSE SEWER DEPARTMENT

Name: _____ Account#: _____ - _____ - _____

I AM REQUESTING AN ADJUSTMENT TO MY SEWER BILL FOR:

ADDRESS

TIME PERIOD FOR WHICH ADJUSTMENT IS REQUESTED
(WHEN DID THE LEAK OR POOL FILL OCCUR)

PROVIDE A BRIEF EXPLANATION OF THE NEED FOR WASTEWATER BILL ADJUSTMENT:

CUSTOMER SIGNATURE

* YOU WILL BE NOTIFIED IN WRITING OF OUR DECISION *

ADJUSTMENT POLICY

Residents wishing to have their residential sewer bill adjusted must:

1. Fill out a Wastewater Adjustment Request Form
2. Submit completed Wastewater Adjustment Request Form to the sewer billing department with a printout from the water utility provider showing their address, account number and previous 12 months' usage

Each adjustment will be reviewed on a case-by case basis by the City's Finance Director, who will notify the resident in writing of their decision. When an adjustment is granted, the resident's sewer bill will be changed to reflect an average usage based on the previous twelve months' billing. Normal user rates in effect will be applied to the adjusted usage figure. Sewer bill adjustments may be granted according to the following schedule:

Time frame	Situation
Once per calendar year	Filling of swimming pool
Anytime	Water leak that does not enter the municipal sewer system

*If requesting adjustment for a leak please provide details as to where and what was leaking, and attach a copy of receipt proving it was repaired or copy of receipt where parts were purchased to repair it.

FOR OFFICE USE ONLY

ACCOUNT # _____ - _____ - _____

AMOUNT OF ADJUSTMENT - \$ _____

APPROVED _____ DENIED _____ DATE _____