

# SATSUMA WATER AND SEWER DEPARTMENT

## BREAK LEAK ADJUSTMENT

POLICY: A ONE-TIME CREDIT WILL BE ALLOWED WITHIN A 12-MONTH PERIOD IF THE CUSTOMER CAN DEMONSTRATE THAT THE EXCESSIVE WATER DID NOT ENTER THE SEWER SYSTEM. WE CANNOT ADJUST WATER USAGE; WE CAN ONLY ADJUST THE SEWER USAGE OF YOUR BILL. THE CUSTOMER MUST REQUEST ABATEMENT IN WRITING WITHIN 60 DAYS OF THE DATE OF THE EXCESSIVE BILL. YOU MUST PROVIDE A RECEIPT OF REPAIRS OR PARTS USED TO BE CONSIDERED FOR A LEAK ADJUSTMENT SEWER CREDIT.

DATE: \_\_\_\_\_ NAME: \_\_\_\_\_

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

CUSTOMER PHONE: \_\_\_\_\_ CUSTOMER CELL: \_\_\_\_\_

REASON FOR LEAK ADJUSTMENT REQUEST: \_\_\_\_\_

DATE LEAK WAS DETECTED: \_\_\_\_\_ DATE LEAK WAS REPAIRED: \_\_\_\_\_

NAME AND NUMBER OF PERSON WHO MADE THE REPAIRS: \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

### RECOMMENDATION OF BOARD OF DIRECTORS

APPROVED: \_\_\_\_\_

DENIED: \_\_\_\_\_

SEWER ADJUSTMENT AMOUNT: \$ \_\_\_\_\_

COMMENTS: \_\_\_\_\_