

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 CAN NOT 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.

TODAY'S DATE: _____ NAME: _____

SERVICE ADDRESS: _____

CUSTOMER PHONE NUMBER: _____ CUSTOMER CELL NUMBER: _____

KIND OF LEAK: _____

HOW REPAIRED: _____

LOCATION OF LEAK: _____

DATE LEAK WAS DETECTED: _____ DATE LEAK WAS REPAIRED: _____

NAME AND NUMBER OF PERSON WHO MADE THE REPAIRS: _____

CUSTOMER SIGNATURE: _____

RECOMMENDATION OF BOARD OF DIRECTORS

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

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

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

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

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