

**CITY OF CLEMSON**

**UTILITY ADJUSTMENT REQUEST**

**(PLEASE ALLOW SEVEN (7) WORKING DAYS FOR CONSIDERATION OF REQUEST)**

**CUSTOMER NAME:** \_\_\_\_\_

**ACCOUNT#** \_\_\_\_\_

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

**PHONE # ( )** \_\_\_\_\_

If a customer experiences a water leak from a broken water pipe that results in a dramatic increase in a customer’s bill, the City may consider an adjustment based upon such a request by the customer. Proof of the leak is required, such as a plumber’s statement, inspection by a City official and/or other necessary documentation to substantiate the problem. The highest consumption in the period the leak occurred will be used as consideration for an adjustment, provided the customer takes immediate action to correct the problem. No more than two consecutive billing periods will be used for the adjustment calculations. Leaking or broken appliances and plumbing fixtures and/or carelessness of leaving water running through a spigot or valve are not considered grounds for an adjustment. Only the wastewater portion shall be reduced to the average of the wastewater bill. Leaks where adjustments are less than \$10.00 are not considered a dramatic increase in a customer’s bill; therefore, will not be considered for an adjustment. Adjustment requests must be submitted within 30 days of billing date when the leak occurred.

It is still the customer’s responsibility to ensure their bill is paid by the due date. Leaks, repairs and/or adjustments in process will not prevent customers from receiving a late charge and or disconnection for nonpayment of their utility bill. All decisions for adjustments are strictly at the City’s discretion and are considered final.

**\*\*\*Give a detailed description of the leak. Additionally, plumber’s statements, invoices, or receipts must be attached and indicate where the leak was located, detail description of work performed, service address, date of service call as well as date leak was repaired. Incomplete forms with no details will not be considered for adjustments. You may use the back of this form if needed. \*\*\***

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**Swimming Pool Adjustments** – Only one adjustment per calendar year is considered for swimming pools.

Date of Filling: \_\_\_\_\_ Capacity of Pool: \_\_\_\_\_ Est. Gallons Used \_\_\_\_\_

Meter Readings Must Be Recorded: Beginning Read: \_\_\_\_\_ Ending Read: \_\_\_\_\_

I certify that the above information is true and accurate to the best of my knowledge and agree to pay my utility bill in full by the due date until such time an adjustment can be considered.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_