



Request for Adjustment/Credit
Complete and Print Clearly

Return to: PO Box 1190
Kannapolis NC 28082-1190
Fax: 704-933-4644

Date: / /

Customer Name: Account Number:

Service Address:

City: State: Zipcode:

Mailing Address (if different):

City: State: Zipcode:

Home Phone #: Cell Phone #: Business Phone #:

Email Address:

Explanation for Adjustment:

Date of Repair:

Signature of Requestor:

DO NOT WRITE BELOW THIS LINE - BILLING OFFICE USE ONLY.

Circle Type Code

Table with 2 columns and 6 rows listing type codes: 1 Leaks not related to sewer (with repair bill), 2 Leaks not related to sewer (without repair bill), 3 Leaks related to sewer (with repair bill), 4 Leaks related to sewer (without repair bill), 5 Incorrect meter reading, 6 Pool, 7 Other, 8 New Meter, 9 Billing Error.

Remarks:

Date Received: By: Meets Guidelines Doesn't Meet Guidelines

Adj Calculation: Type Code:

Average:

W

S

Signature of Staff Processing Adj: Date: Adj. Amt:

Date Customer Called/Letter Mailed:

Recommendation by Customer Service Manager:

Date:

Approved

Not Approved

Amt Approved:

Authorized Signature: Date:

### **Section 1 - Purpose**

The purpose of this policy is to establish uniform standards for adjustment or refund in reference to customer utility bills where the customer has been billed for excess water and sewer usage due to a leaking water service line.

### **Section 2 - Water leaks where water loss does not enter the sewer system**

These leaks relate specifically to breaks or malfunction in the customer's water service lines only. Excluded from consideration are garden hoses, swimming pools, (see Section 6) washing of cars or other similar water use, leaky faucets, watering lawns, leaky commodes, (see Section 4), etc. The customer shall be solely responsible for repair to all water lines owned by the customer. City employees, at the City's option, may meet with a customer to confirm the location of a water leak caused by a break in a service line.

### **Section 3 - Method used to arrive at adjustments or refunds qualifying under Section 2**

When a customer has been billed for a water leak meeting the criteria of Section 2, the bill on which such excess usage appears shall be adjusted using a 12 month consumption average. When a customer has less than 12 months consumption experience, the average monthly consumption shall be determined by averaging whatever consumption experience the customer has. The customer shall be billed for water at current rates for the calculated monthly average consumption plus 1/2 the current rate for all consumption over the calculated monthly average consumption. The customer shall be billed for sewer at current rates for the calculated monthly average with no charge made for sewer usage over the calculated monthly average. The customer shall fill out the necessary application for adjustment and supply proof of reason for adjustment before an adjustment will be considered. **No adjustments for less than 5,000 gallons will be considered. The bills only for the month during and month after which the leak occurred will be considered for adjustment.**

### **Section 4- Water leaks entering the sewer system**

This type of leak is usually caused by a defective commode. The customer shall be solely responsible for repairs to commodes. The customer shall fill out the necessary application for adjustment and supply proof of reason for adjustment.

### **Section 5 - Method used to make adjustments or refund qualifying under Section 4**

Water adjustments shall be made using the same methods as in Section 3. Sewer adjustments shall be made using the 12 month average consumption method. The customer shall be billed at current sewer rates for the calculated monthly average. All sewer usage over the calculated monthly average shall be billed at a rate equal to the current average rate charged by the City of Concord to the City of Kannapolis plus 30%. This rate shall be determined by the Finance Director of the City of Kannapolis. **No adjustments for less than 5,000 gallons will be considered. The bill only for the month during and month after which the leak occurred will be considered for adjustment.**

### **Section 6 - Swimming pools and commercial cooling systems**

Pools and commercial cooling systems requiring **10,000 gallons or more only shall be considered for adjustment.** All water charges shall be at current water rates with no adjustment given. The customer will not be charged for sewer usage over the calculated monthly average water consumption as computed under Section 3.

### **Section 7 - Effective date**

The effective date of this policy is March 02, 1991.

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**\*In order to qualify for a leak adjustment the guidelines listed above must be met.**

**\*Proof of repair must be included with your request.**

**\*Qualifying leak adjustments may take from 5-10 days for processing and posting to your account.**

**\*Late fees incurred, due to non-payment of bill amounts, will not be waived.**

**\*One leak adjustment request per 12 month period will be considered for review.**