



Leak Adjustment Request

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Updated **AUGUST 2023**

NOTICE TO APPLICANT

The City of Pooler shall have the right to adjust water and sewer bills in the case of water leaks or other special circumstances. A plumbing repair bill or other evidence must accompany the request for a billing adjustment. The City of Pooler shall adjust only one bill per year (12-month period). The amount of the adjustment shall be determined by averaging the past six (6) months of water and sewer usage and shall be approved by the Water Superintendent and Finance Officer. Submission of this form does not guarantee that a credit will be applied. If a credit is issued, it will be reflected on the next bill. In most cases, an adjustment credit will only reduce, not eliminate, an entire bill. The applicant will be responsible for any remaining amounts and will be notified if the request cannot be granted or if additional information is required.

Please note that Leak Adjustments may take up to four (4) weeks to process. It is the customer's financial responsibility to pay their bills during this time. If needed, payment arrangements may be requested to avoid service interruptions. The following are not covered by leak adjustments: water left on, elected activities that resulted in usage spike(s), and/or irrigation/sprinkler system usage.

OFFICE USE ONLY

Account: _____ Date Received: _____
Processed by: _____ Date Processed: _____
Approved/Denied: _____ Date: _____

Service Address _____ Today's Date _____

Name _____ Phone _____

Date Leak Occurred _____ Date Leak Repaired _____

Leak Type: Underground pipe Toilet Irrigation Other: _____

Description of Leak and Actions Taken to Repair It:

Applicant Name _____ Applicant Signature _____ Date _____