Town of Spring Lake
300 Ruth Street
Spring Lake, NC 28390
Email: waterdepartment@townofspringlake.com

Phone: (910) 703-8912

Acct# _____

Adjustment Request Form

Application Type: ☐ Leak Adjustment ☐ No Receipt Leak Adjustment ☐ Pool Fill Credit Request

Applicant/Business Name:

First Middle Last

Current Service Address

Primary Phone #: Cell Phone #:

Email Address:

Date Leak Fixed: Billing Month(s) Affected:

Pool Size:_____ # of Gallons Held:_____ Date Pool Was Filled:_____

Pool Fill Credit Request

The Town of Spring Lake Water Department allows a credit once per calendar year for a swimming pool that is fully emptied and re-filled. The sewer portion of your bill will be adjusted for the amount of water consumed beyond your monthly average consumption. Once the completed request is received via mail, fax, email, or in person as listed above, the Department will calculate an adjustment based on the usage. Your account requesting the credit must be current to receive any credit.

Standard Leak Adjustment Information & Required Documents

When a leaking plumbing system causes an increase in the average consumption of the utility customer, the customer may request an adjustment of the utility bill.

- *The customer shall provide a completed Leak Adjustment Form and documentation (receipts for minor repair, repair work orders or valid receipts from a licensed plumber). No adjustment will be granted if the customer fails to provide the required forms or documentation.*
- *The customer's adjustment will be based on an average of the previous six (6) months of water service. If the customer has had water service for less than six (6) months, the average will be taken on the months available.*
- *Only one (1) leak adjustment will be granted per calendar year.*
- *The rate adjustment shall not exceed 50 percent of the difference between total amount of the billing period sought for the adjustment minus the customer's average water usage*
- *Adjustments must be submitted before the due date for water bills, then a proper adjustment will be made on the subsequent water bill. Otherwise, the customer shall pay the full bill for the period, and then the town will make the appropriate adjustment to the next billing cycle.*

Please complete, sign and return this form to the water department along with copies of work orders, repair bills and/or receipts that confirm a leak has been fixed. It is still the customer's responsibility to have their bill paid by the due date. If approved, the credit will appear on your billing statement. Please allow two billing cycles for an approved adjustment to appear on your bill. A review of your documentation will determine if a credit can be granted. If your request is denied, you will be notified in writing.

For No Receipt Adjustment - Briefly Describe Repair Below:

By signing this request, I certify that I understand the terms and conditions of the Town of Spring Lake Water Department Leak Adjustment Policy.

SIGNED: **DATE:**

FOR OFFICE USE ONLY:
CSR Initial:_____
Received Date:_____Completed Date:_____