



ORANGE CITY UTILITIES
ADJUSTMENT REQUEST FORM

UTILITY BILL ADJUSTMENT REQUEST FORM

Customer Name: _____ Book & Account # _____
Street address: _____ Telephone # _____
E-mail address: _____

This form is not a guarantee that a credit will be applied to your utility account. You will be notified by phone or e-mail if the request is denied, or if additional information is needed. It is the customer's responsibility to pay his or her bill in full by the due date while the adjustment request is being reviewed and processed. **Failure to pay your utility bill may result in late fees or your water being shut off.** Credits will be issued in accordance with City policy. Invoices and/or receipts should be included with this form before the review process begins. **No adjustments shall be approved for watering sod or pressure washing. Additional documentation requirements and criteria are listed on back of this form.**

Pool Adjustment Request

Purpose for fill (please circle one): New pool Repair
Pool permit # (Building Department) _____
Estimated # of gallons used _____ Date filled _____

Leak Adjustment Request

Where was leak located? _____
Did the water go down the sewer? Y / N Repair date _____
Give a detailed description of the problem (please attach requested documentation):

Other Adjustment Requests

Please Check One: Penalty Waiver Request Deposit Refund Request

I certify that the above information is true and correct to the best of my knowledge.

Signature: _____ Date: _____

REQUIRED DOCUMENTATION AND CRITERIA FOR ADJUSTMENTS

Adjustment	Frequency	Required Documentation	Criteria for Adjustment	Potential Result
Penalty Waiver	Once every 24 consecutive months	No additional information required	Applies to late penalties only. Adjustment request form must be submitted before review.	Removal of one fee
Leak	Once every 12 consecutive months	Copy of repair invoice or receipts	Description of leak must be included on adjustment request form. Pressure washing and watering of sod do not qualify for an adjustment.	Reduced to a 6-month average bill
Pool	Once every 12 consecutive months	Invoice of new pool construction/repairs	Permit is required before review of request. Refilling pool for non-repair related instances do not qualify for adjustment.	Water reduced to Tier 1 Rate.
Rare Event	Once every 12 consecutive months	Comparison test (fees may apply)	Unusual event causing 400 % or more than the customer's 6-month average.	Reduced to a 6 month average bill
Deposit Refund Request	Once	Proof of Ownership	Own the land and/or the building. Customer has maintained good payment history for two years.	Deposit credited to utility account

All documentation must be presented within three months (90-days) of the date of the utility bill for which adjustment is being requested.

No adjustment shall be made in the event the City advises a customer of a potential plumbing leak and customer fails to repair the leak within 60-days.

