



**Request for Adjustment/Credit
Complete and Print Clearly**

Return to: 401 Laureate Way
Kannapolis NC 28081
Email: custserve@kannapolisnc.gov

Date: ____ / ____ / ____

Customer Name: _____ **Account Number:** _____

Service Address: _____

City: _____ State: _____ Zip Code: _____

Mailing Address (if different): _____

City: _____ State: _____ Zip Code: _____

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

- | | |
|--|---------------------------|
| 1 Leaks not related to sewer (with repair bill) | 5 Incorrect meter reading |
| 2 Leaks not related to sewer (without repair bill) | 6 Pool |
| 3 Leaks related to sewer (with repair bill) | 7 Other _____ |
| 4 Leaks related to sewer (without repair bill) | 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.**