



Leak Adjustment Request Form

Utility customers may apply for a leak adjustment for leaks that occur on the customer's side of the meter. Adjustments will be considered based on the current Utility Services Policy.

Today's Date: _____ Utility Account Number(s): _____

Name(s) on Account: _____

Service Address: _____

Phone: _____ Email: _____

LEAK INFORMATION

This section covers information related to the leak and any leak repairs that were made. Please attach the repair bill and/or receipts as proof repair has been made.

Leak Discovery Date _____ Leak Repair Date _____

Who Repaired the Leak? _____

TERMS AND CONDITIONS

Leak adjustments are granted in accordance with the Town's Water/Sewer Adjustment Policy. **An adjustment may be extended to the account/property based on the type of leak that occurred.** This completed form must be submitted within **18 days of the affected bill** posting on the account. (Monthly bills are posted on the 1st) **Submission of this form does not guarantee nor constitute a contractual obligation on the part of the Town to provide an adjustment. Please note:** During the leak review you are required to pay the average monthly bill. If you have any questions concerning the required payment, please contact Customer Service. **Please contact us prior to the 12th of the month if you would like to suspend your automatic bank draft.** If you fail to contact us and the full amount is drafted, any adjustment made will be applied as a credit on your account. If you have any questions, please contact Customer Service at 704-663-3800.

Signature _____ Date _____

Town of Mooresville

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