



**Utility Billing – Sewer – Stormwater – Sanitation**

CITY OF GOODLETTSVILLE - UTILITY BILLING - 105 SOUTH MAINT ST., GOODLETTSVILLE, TN 37072

REQUEST FOR ADJUSTMENT FORM

**CUSTOMER INFORMATION**

Name: \_\_\_\_\_

Last

First

M.I.

Account: \_\_\_\_\_ Telephone: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

**ADJUSTMENT INFORMATION AND DETAILS**

Dates of leak: \_\_\_\_\_ Date of Repairs: \_\_\_\_\_

Type of Adjustment:      Sewer Leak                      Pool Adjustment

Please circle one of the above

Reason for Adjustment:

I ALSO ATTEST THAT NO WATER WENT INTO THE SEWER      YES      NO

\*\*\*NOTE-- Attach all supporting documentation such as receipts for repairs\*\*\*

**SIGNATURE**

I/We acknowledge the above-mentioned repairs were made and understand the policies outlined on this form. If required or requested, I/We understand plumbing/pool repairs may be inspected in order to ensure compliance.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**OFFICE USE ONLY**

Date Adjusted: \_\_\_\_\_ Original Bill Amount: \_\_\_\_\_

Amount Adjustment: \_\_\_\_\_ Adjusted Bill Amount: \_\_\_\_\_

Adjustment Denied: \_\_\_\_\_ Billing Clerk Signature: \_\_\_\_\_

# ADJUSTMENT POLICY

Residents wishing to have their residential sewer bill adjusted must:

1. Fill out Sewer / Pool Adjustment Form.
2. Submit completed Sewer/Pool Adjustment Form to the billing department with all receipt/invoices for repairs.
3. All adjustments must be within 90 days of affected bill.
4. Account must not be delinquent.
5. Must attest that no water entered into the sewer system.

Each adjustment will be reviewed on a case by case basis. When an adjustment is granted, the residents sewer bill will be changed to reflect an average usage based on the previous 3 months billing.

Credits for sewer for leaks where water entered the sewer system are not given (e.g., toilet, faucet, etc.).

Credits are available only for situations such as busted pipes underneath the house, busted pipes in the yard, etc.

An annual pool adjustment on sewer charge is available for customers who fill pools for: new construction, complete drain, refill due to repairs, annual fill ups.

**WE DO NOT ISSUE A SECOND POOL ADJUSTMENT FOR FILLING UP POOLS ONCE A PRIOR ADJUSTMENT HAS BEEN RECEIVED.**

The sewer portion will be adjusted on the amount of water consumed for the bill.