



Water Leak Adjustment Process

- Once the repair is fixed, fill out a leak adjustment form.
- The water leak adjustment form along with the receipt of repairs should be turned into the water department. **Receipts are required**, the form will automatically be denied without a receipt.
- When the reading of the meter the month after the bill(s) in question reflects that the usage has returned to normal, an authorized water department employee may adjust an average usage up to **(3) months** for the charges of water, sewer collection, and sewer treatment.
- This adjustment will be applied to the first 3 months of high usage, if applicable.
- The average usage will be based on the previous six months of normal usage, or period of same month’s comparison.
- Request may be denied if prior year average for the same month/period are of the same pattern or usage hasn’t returned to normal.

Terms and Conditions

- The maximum limit to the number of adjustments for leak repairs is **(2)** per calendar year. **No more than (3) months on any one leak incident will be adjusted.**
- Once a leak adjustment is filed, an average for that bill(s) must be paid. All **current bills** must be paid in full until the leak adjustment is decided.
- The adjustment can take 1-3 months for processing.
- Once decided, you have **(3) days** to pay the account in full.

Agreement

By signing below, I have read and understand the process/terms and conditions.

Signature:	Date:
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Return completed form to:

City of Gulfport Utility Billing
 1422 23rd Avenue
 Gulfport, MS 39501
 Phone: 228-868-5720 | Fax: 228-868-5722
 Email: utilitybilling@gulfport-ms.gov

<u>Office Use Only</u>
Received By:
Completed By:
Date Completed:



Water Leak Adjustment Request Form

***A Water leak adjustment form will be denied if receipt is not attached.**

Account Information

Cycle #:	Book #:
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Customer Name:	Service Address:
Water Dept. Account Number:	Water Dept. Customer Number:
Phone Number:	Email:

Please check the appropriate box below, I am the:

Property Owner Tenant Property Manager Other (Please Specify)

<u>Bill(s) in question:</u>	<u>Brief statement:</u>
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Terms and Conditions

I have read and I understand the process/terms and conditions that was provided to me. _____ initial

Agreement

I understand that the maximum amount of water leak adjustments is **(2)** per calendar year. No more than **(3)** months on any one leak adjustment incident will be adjusted.

Signature:	Date:
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