



Town of Pilot Mountain • Public Utilities
 124 West Main Street, Box 1 • Pilot Mountain, NC 27041
 (P) 336.368.2248 • (F) 336.368.9532 • www.pilotmountainnc.org

WATER/SEWER BILL ADJUSTMENT REQUEST FORM

This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by phone or letter if the request cannot be granted or if additional information is needed. Only one adjustment will be allowed during any 12 month period and only after any leaks have been repaired and consumption returns to normal. Adjustments can only be applied to one billing period. Requests must be received within 90 days of the billing date.

Name on Account	Account Number
Service Address	Contact Phone Number
Type of Leak <input type="checkbox"/> Underground Pipe <input type="checkbox"/> Irrigation <input type="checkbox"/> Toilet <input type="checkbox"/> Extreme High Use <input type="checkbox"/> Other _____	
Date(s) Leak Occurred	Date Leak Repaired (if applicable)
Copy of repair invoice attached (if repaired professionally) <input type="checkbox"/> Yes <input type="checkbox"/> No	
Copy of repair receipts attached (if repaired by owner/tenant or agent) <input type="checkbox"/> Yes <input type="checkbox"/> No	

Brief description and action taken to repair (continue on second page if needed): _____

By signing below, you are authorizing the Town of Pilot Mountain to process an adjustment on the water and/or sewer portion of your bill and are certifying that the above statements are true and accurate to the best of your knowledge. If approved for adjustment, this will be the only adjustment authorized in any twelve (12) month period on your account which may result in staff denying a future adjustment even if the future adjustment is for a higher amount. **Please attach copies of plumber's statements, receipts or statement of work completed when mailing or faxing this document.**

Account Holder Signature: _____ Date: _____

** OFFICE USE ONLY **				
Received: _____		By: _____		Date of Last Adjustment: _____
Adjustment Calculated (attached)	Adjustment Applied	Customer Notified	<input type="checkbox"/> Approved <input type="checkbox"/> Denied	Approval Signature: _____
Staff Notes:				