



The Water Works Board of the City of Auburn
1501 W. Samford Avenue
Auburn, Alabama 36832
Phone (334) 501-3050
Fax (334) 501-7292

Internal Office Use Only
Account # _____
Eligible? yes no
Cycle _____

High Bill Adjustment Request Form

- In addition to the completed form, attach a copy of all invoices/receipts for parts and repair services showing that the problem causing the high bill has been resolved.
- If no parts were purchased or no outside party was paid to make the necessary repairs, then provide a detailed explanation making it clear why no spending was necessary to resolve the problem causing high usage.
- In order to receive the maximum refund allowable, please provide photographs documenting the plumbing problems that caused the high bill.

Name on the account _____

Service Address _____

Explanation of Leak _____

Date the Leak Began _____ Date Repaired _____ Contact Phone Number _____

Signature _____

Date _____

- Per Auburn Water Works Board policy, a customer is eligible for a high bill adjustment once every 18 months (12 months if pertaining to filling a swimming pool and 36 months for irrigation lines).
- The adjustment will be processed when usage returns to normal to ensure the problem is resolved.
- Please note that the adjustment is calculated based on the last 12 month average usage. Half of the usage overage will be credited to the customer's account.
- The customer must continue to make payments toward the water bill while the adjustment is in process to prevent disruption of service. If the customer is unable to pay the bill in its entirety, the customer should contact the Water Board to make payment arrangements.
- Please attach all copies of invoices and/or receipts that show any repair work that has been performed at the service address where the leak occurred.