



## **ADJUSTMENT REQUEST**

*The Louisville Water Company's* adjustment policy is designed to assist a customer with a high bill resulting from a leak on the customer's property. However, the adjusted bill will still be higher than your normal bill, since *The Louisville Water Company* shares one-half (1/2) of the cost above your average usage. In effect, the customer pays their normal bill plus (+) fifty percent (50%) of the excess amount.

### **TO RECEIVE AN ADJUSTMENT THE FOLLOWING CRITERIA MUST BE MET:**

- THE LEAK MUST BE REPAIRED.
- ADJUSTMENTS ARE LIMITED TO NO MORE THAN TWO (2) ADJUSTED BILLS IN A TWELVE (12) MONTH PERIOD.
- IN ORDER TO RECEIVE AN ADJUSTMENT, YOU MUST MAIL, FAX, OR BRING IN PROOF OF REPAIR, i.e., RECEIPTS FOR PARTS, AND/OR PLUMBER'S STATEMENT/INVOICE TO:

*Louisville Water Company- Adjustment Department  
550 S 3<sup>rd</sup> Street  
Louisville, KY 40202*

*Fax (502) 569-0827*

**CUSTOMER'S NAME** \_\_\_\_\_

**SERVICE ADDRESS** \_\_\_\_\_

**NUMBER OF PEOPLE IN HOUSEHOLD** \_\_\_\_\_ **ACCT NUMBER** \_\_\_\_\_

**TELEPHONE NUMBER** (     ) \_\_\_\_\_

### **PLEASE INDICATE TYPE OF REPAIR BELOW**

**INSIDE REPAIR** \_\_\_\_\_

**OUTSIDE REPAIR** \_\_\_\_\_

**DATE OF REPAIR** \_\_\_\_\_

**PLEASE ATTACH RECEIPTS/PLUMBER'S STATEMENT  
(PLEASE PROVIDE A DESCRIPTION OF REPAIR BELOW)**

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**CUSTOMER'S SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_