



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 12 month average usage prior to the leak. 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.