



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 3rd 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)**

CUSTOMER'S SIGNATURE _____ **DATE** _____