

Leak Adjustment Request

Leak Adjustment Eligibility: A leak adjustment for non-beneficial use of domestic water may be granted by the Town of Hillsborough if no adjustments have been granted within the current calendar year and it is deemed that the usage is unusually large.

Adjustment Procedure: The average usage for the previous 6-month period shall be subtracted from the total actual usage. A credit shall be calculated on the difference using the prevailing usage of the account. All qualifying adjustments will be applied to the account as a credit. **Leak adjustment requests must be submitted within 3 months of the billing date of the bill to be adjusted.**

Please return this completed application using one of the following methods:

- Email at customerservice@hillsboroughnc.gov
- Fax at 919-732-1028
- Dropbox located at 105 East Corbin Street
- Mail to Billing & Collections at P.O. Box 429, Hillsborough, NC 27278

Please allow **10 days from our receipt date** for processing. Incomplete applications will be delayed.

Additional requirements: Documented proof of leak repair is **required** in addition to this application. (i.e. invoice for repair, receipts for parts/materials, photos, etc.). A 15% late fee will be assessed to all accounts with a balance owing on the 25th the month the bill is due. Please make a good faith payment of what you believe to be a normal bill to avoid late fees.

Please complete the following:

Service Address: _____ Account Number: _____

Customer Name: _____ Phone Number: _____

Mailing Address: _____ City/State/Zip: _____

Explanation of Leak: _____

Steps taken to repair the leak: _____

Leak Start Date: _____ Date Repaired: _____ Repaired By: _____

Documented proof of leak repair is attached to this application: Yes No

If no, please explain: _____

A good faith payment of _____ was paid by the due date.

Customer Signature: _____

Date: _____