



“A Dream Worth Dreaming”

MAYOR
W. EDDIE REYNOLDS

COMMISSIONERS
GENE ANDERSON, MAYOR PRO-TEM
KAY CAGLE KINCH
DUTCH ANLIKER
BARRY JACKSON
LASHAUNDA RYAN

TOWN MANAGER
BRANDON HOLLAND
ICMA-CM

TOWN CLERK
LAURA B. MORTON
CMC, NCCMC

TOWN OF BISCOE UTILITY LEAK ADJUSTMENT POLICY

In the event that a Town of Biscoe Utility customer has a water leak and the customer requests an adjustment to their water bill, an adjustment to the sewer part of the bill will be made as follows:

- The customer shall provide a completed Leak Adjustment Application Form and documentation, in the form of receipts or a completed No Receipt Available Form, showing that the leak has been repaired. No adjustment will be granted if the customer fails to provide the required forms or documentation.
- The customer's adjustment will be an average of the previous six (6) months of water service, which will be divided by two (2) and then become the sewer part of the water bill for the month of adjustment.
- If the customer has had water service for less than six (6) months, the average will be taken on the months available.
- Only one (1) leak adjustment will be allowed within a one-year period.
- The Utility customer must have water and sewer service, adjustments to the water portion of the bill are not allowed under this policy.



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APPLICATION FOR UTILITY LEAK ADJUSTMENT

Per the Town of Biscoe Utility Leak Adjustment Policy, one (1) leak adjustment is allowed within a one-year period.

To be eligible for a leak adjustment you must:

1. NOT have received an adjustment during the one year period from your last adjustment until now. For example: if you received an adjustment on 1/1/2018, you are not eligible for another adjustment until after 1/1/2018.
2. Complete and sign this form and attach receipts/invoices documenting that the leak has been repaired. The receipts may be from a plumber or from the store where you purchased the repair parts, if you completed the repair yourself. If no receipts are available, you must also complete a No Receipt Available Form and attach it to this form.
3. Have Water and Sewer service through the Town of Biscoe. Adjustments are made ONLY to the Sewer portion of your bill. Adjustments to the Water portion of your bill are NOT allowed at any time.

Name: _____ Date: _____
(Please Print)

Service Address: _____

Billing Address: _____ City: _____ State: _____ Zip: _____

Account Number: _____ Bill Date: _____ Amount: _____

Date you found the leak: _____ Date the leak was repaired: _____

Where was the leak located? (Please indicate below)

Inside the house Between the water meter and the house In the irrigation system

Have you attached receipt(s) indicating that the leak has been repaired? Yes No*

* If you checked “no”, have you attached a completed NO Receipt Available Form? Yes No

By signing this application, I certify that the above described leak has been repaired and that I understand the terms and conditions of the Town of Biscoe Utility Leak Adjustment Policy.

Signature

Date



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NO RECEIPT AVAILABLE FORM

Name: _____ Date: _____
(Please Print)

Service Address: _____

Billing Address: _____ City: _____ State: _____ Zip: _____

Account Number: _____ Bill Date: _____ Amount: _____

Please describe where your water line or related appurtenance broke: _____

Please describe how the water line or related appurtenance was repaired: _____

Please indicate why no receipts are available for the repair:

Receipt(s) were lost No repair parts or commercial establishment used Other*
* If you checked “other”, please explain: _____

By signing this form, I certify that I understand the terms and conditions of the Town of Biscoe Utility Leak Adjustment Policy and that the leak described above has been repaired, even though no receipts were provided.

Signature

Date