



Water Leak/Pool Adjustment Form

Date: _____ Account #: _____

Name: _____

Address: _____

Phone #: _____

E-mail: _____

Reason for Adjustment:

- ☐ Main Line/Pipe Leak
- ☐ Hot Water Heater Leak
- ☐ Toilet Repair/Leak
- ☐ Faucet Repair/Leak
- ☐ Irrigation Leak
- ☐ Pool/Other: _____

Date Discovered: _____

Date Repaired: _____

The Town of Mount Pleasant water leak/pool adjustment is made using the following criteria:

- ☐ Account must have water and sewer with the Town.
- ☐ The leak must not only be stopped but also repaired. (*Not applicable for pool*)
- ☐ Copy of bill for parts to repair or plumber's bill attached to form. (*Not needed for pool*)
- ☐ Adjustment is based on a 6-month water average of the account. If there is less than a 6-month history, the existing time period will be averaged.
- ☐ Only ONE leak OR pool adjustment for ONE MONTH will be made during a 365 day time period. The Town will not adjust multiple bills, only one.
- ☐ Adjustment can only be made to current bill, not previous.

Signature _____ Date _____

Office Use Only

Date: _____ Account #: _____

Adj. Amount _____

TOWN OF MOUNT PLEASANT

An equal opportunity provider, employer, and lender.

8590 Park Drive | PO Box 787 | Mount Pleasant, NC 28124 | 704.436.0000 | mtpleasantnc.org

Town of Mount Pleasant Adjustments for Leaks/Pool Fill-ups Customer Service Policy

1. High bills due to leaks/pool fill-ups may be eligible for an adjustment, if the following criteria are met:
 - a. The customer **MUST** have BOTH water and sewer with the Town of Mount Pleasant.
 - b. Town Staff must verify that the high bill is due to a leak in the customer's plumbing. *(Not applicable for pool fill-up)*
 - c. The leak must result in a meter reading with *excessive* water usage above the customer's normal average consumption for the prior 6 months. *(Not applicable for pool fill-up)*
 - d. The customer must show proof (parts purchased or plumbers' receipt) that the leak has been repaired and **completes the Leak/Pool Adjustment Form**. *(Not applicable for pool fill-up)*
 - e. Only **one** modification may be granted to a customer within 365 days for either a leak OR a pool fill-up.
 - f. The sewer portion will be adjusted for the leak/pool fill-up based on the water 6-month average.
2. If the bill meets these criteria, then the sewer portion of the bill may be reduced to the 6-month average and a discount will be applied to the sewer portion of the bill. (Part 5 Code of Ordinances). **Customer is responsible for the entire portion of the water used.**