



## Town of Grifton

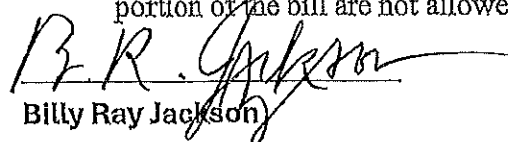
528 Queen Street, Grifton NC 28530

252-524-0109

### Utility Adjustment Policy

If a town of Grifton Utility Customer has a water leak and the customer requests an adjustment to their water bill, and adjustment to the **sewer part only** 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 showing that the leak has been repaired. No Adjustment will be granted if the customer fails to provide the required forms or documentation.
- Adjustments will be provided only on the sewer portion of any bill if the customer can provide evidence that the leak did not enter the sewer system. The Town of Grifton shall determine whether a leak entered the sewer system based upon the preponderance of evidence provided to it (more likely than not). For example: a broken service line outside the house likely did not enter the sewer system; In this case, a utility adjustment may be awarded. However, in the case of a running toilet, it is highly likely that the water did enter the sewer system; In the case of the running toilet, an adjustment would likely not be awarded.
- The Town of Grifton Utility Leak Adjustment Policy is a privilege and courtesy to utility customers. For the avoidance of doubt, the Town of Grifton is not obligated to adjust any utility bill.
- The Town Manager, in his sole discretion, or their designee, shall approve utility adjustments.
- The Customers adjustment shall be an average of the previous six (6) months of water consumption. The average consumption will be subtracted from the current usage, the amount will be multiplied by the current sewer rate (Tier), and that amount will be credited to the sewer portion of the utility bill for the month of adjustment.
- If the customer has had utility services for fewer 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.

  
Billy Ray Jackson

Mayor, Town of Grifton

  
Attest: Christina Ellis,

Town Clerk, Town of Grifton

Per the Town of Grifton 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 1/1/2024, you are not eligible for another adjustment until after 1/1/2025.
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. The Town of Grifton is not permitted to adjust any utility bill without receipts of purchase for corrective action.
3. Have Water and Sewer Service through the Town of Grifton. 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
Service Address:	
Billing Address:	
City:	State
ZIP:	Account Number
Bill Date:	Amount:

Where was the leak located?

- ☐ Inside the house
- ☐ Between the Water meter and the house
- ☐ In the irrigation system
- ☐ Other (attach picture and/or documentation)

Have you attached the receipt(s) indicating that the leak has been repaired?

- ☐ Yes
- ☐ No\*

\*The Town of Grifton is not permitted to adjust utility bills without receipt(s) indicating that the leak has been repaired.

Signature

Date