

Louisville Water Company Adjustment Request Form



Louisville Water Company's adjustment policy is designed to assist customers 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 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.

Note: Adjustments are limited to no more than two (2) adjusted bills in a twelve (12) month period.

TO RECEIVE AN ADJUSTMENT, THE FOLLOWING CRITERIA MUST BE MET:

- First, have the leak repaired.
- Then complete the form below.
- Submit the completed form, along with proof of repair* by fax, mail or in person to:

**Attn: Adjustment Department
Louisville Water Company
550 S 3rd Street
Louisville, KY 40202-1839**

Fax: (502) 569-0827

**Proof of repair documentation includes receipts for parts and/or plumber's statement/invoice.*

CUSTOMER'S NAME _____ ACCT NUMBER _____

SERVICE ADDRESS _____

TELEPHONE NO (____) _____ NUMBER OF PEOPLE IN HOUSEHOLD _____

TYPE OF REPAIR (Check one): INSIDE LEAK OUTSIDE LEAK

DATE OF REPAIR _____

PROVIDE A BRIEF DESCRIPTION OF THE REPAIR BELOW:

CUSTOMER SIGNATURE _____ DATE _____

REMEMBER: Attach receipts and/or plumber's statement/invoice.

