



MARK R. JOHNSON
Mayor

CITY OF COVINGTON

UTILITY BILLING DEPARTMENT

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LEAK / POOL ADJUSTMENT REQUEST GUIDELINES

1. We may make one water leak / pool adjustment per calendar year. Adjustment only applies to sewer fees, and adjustment rate is determined by prior average usage on your account.
2. Any leak must be repaired within 30 days of detection.
3. If requesting an adjustment for filling a pool, please provide dates pool was filled and pool measurement information.
4. Please allow 3 to 5 weeks for your adjustment to be processed.
5. Please attach plumbing receipts and /or letter of explanation, including date leak was repaired.
6. Please fill out **all** information listed on Adjustment Request Form. Incomplete forms cannot be processed.
7. If your adjustment is denied, a representative will call you or a notice will be sent by mail.
- 8. Remember to continue to make regular monthly payments on your account while waiting for your adjustment. Nonpayment of account could result in disconnection of service and additional fees.**