



100 South Market Street
Troy, OH 45373-7303
utility.billing@troyohio.gov
Phone: (937) 335-4151
Fax: (937)440-1352

Date: _____

From: _____

Subject: High Water Bill at: _____

Account Number: _____

Date of Water Problem: _____

In accordance with our Water & Sanitary Sewer Systems Rules & Regulations, there are no adjustments for water leaks. All water that passes through a water meter shall be charged for, whether used or wasted, or lost by leakage as the City produced and pumped the water to the consumer's location.

An adjustment of excess sanitary sewer bills may be made in the event that water leaks were undetected and did not discharge to the sanitary sewer system. The property owner must provide a written request for adjustment, within 15 days of the billing date, stating why such adjustment should be considered. Please provide complete details.

Please adjust the bill for the above address for the following reason(s):

Did you include the cause of the leak in your explanation?

Where did the excess water go? _____

If you have any questions, please contact me at: _____

Please attach a copy of the bill and/or statement from the plumber or store where you purchased your parts.

We reserve the right to an investigation by our serviceman to confirm leak adjustment is to be granted.

No adjustments due to negligence or inaction. No adjustments on delinquent consumer accounts. No further adjustments to bills that were already adjusted by summer sewer averaging.

See Rules & Regulations Section 5 Paragraphs F, G, and I for additional information.