



City and Borough of Juneau
Engineering and Public Works
Utility Billing
Phone: (907) 586-0898, ext. 4201
Email: cbj.utility@juneau.gov

METERED SEWER BILLING ADJUSTMENT REQUEST

Adjustments are considered only when it can be shown that excess water did not enter the city sewer system.

No adjustment will be considered until the Utility is satisfied that the issue has been resolved and meter readings indicate a return to regular consumption. **This process typically takes at least 3-4 months.**

All outstanding balances on utility bills are expected to be paid during this timeframe.

NAME _____ ACCT# _____ DATE _____

SERVICE LOCATION _____

CONTACT PHONE _____ EMAIL _____

DATE LEAK DISCOVERED _____ DATE LEAK FIXED _____

(You MUST include the dates/timeframes involved.)

LOCATION OF LEAK _____

LOCATION OF EXCESS WATER _____

Briefly describe the circumstances for which you are requesting an adjustment. _____

Signature: _____

Along with this form, please submit a copy of the plumber's bill, and/or written findings from the plumber or individual who performed the repairs.

This documentation must be submitted before an adjustment can be considered.

Use the checklist below to ensure you have provided all the required information.

- ☐ Contact Information
- ☐ Time Frame of Leak (Discovered and Fixed)
- ☐ Leak Details
- ☐ Repair Documentation Attached (Receipts, Etc.)

For Internal Office Use Only:

Approved ☐

Denied ☐
