



TOWN OF HENNESSEY

Stop Service Request

Name of Occupant(s): _____

Contact Number: _____

Account Number: _____

Service Address: _____

Disconnect Date (Mon-Fri): _____

Forwarding Address: _____

New Occupant(s): _____

Sign Name: _____

Print Name: _____

Execute This _____ Day of _____, 20_____.

You must provide at least one form of photo ID with this request. If mailing or emailing form,
Please send legible photocopy of ID with form.

For Office Use Only:

Accepted and Approved This _____ Day of _____, 20 _____ By the
Hennessey Municipal Authority.

Hennessey Municipal Authority
Office Staff.



TOWN OF HENNESSEY

Request for Leak Adjustment

Date: _____ Account #: _____ Outstanding Balance: _____

Name: _____ Service Address: _____

Home Phone: _____ Work Phone: _____ Cell Phone: _____

Describe where the leak was located: _____

Describe the repair: _____

Attached a copy of your receipt.

Customer states that water service was received at the address described above and that increased usage occurred due to a water leak in the plumbing, connections, and/ or other property belonging to the customer. Customer certifies that a licensed plumber or other professional was hired to repair the leak or they repaired the leak themselves and that the job has been completed. Customer requests an adjustment to their water and sewer bill for the month in which the leak occurred. A Copy of the receipt is attached.

1. If a water leak occurs on the customer's water line, the only portion of the billing that will be adjusted is the sanitary sewer charge for that billing period. Adjustments will be calculated on the previous six (6) months average billed to the customer for said sanitary sewer service.
2. Should it become necessary to back-bill a customer for utility services, which have not been previously billed, a maximum of twelve (12) months period, shall be generated to the customer for the back billing.
3. Should an error occur billing due to readings, the customer's account will be adjusted for the months that are in error dating back no further than twelve (12) months after Town of Hennessey personal obtain the correct reading.
4. Should an error occur in the billing more in the twelve (12) month period, the customer's accounts may be adjusted with approval from the Town board.
5. Customers may request one leak adjustment to the water bill per calendar year.
 - A. Determination of minor/major leak by a licensed plumber and/or Town Inspector.
 - B. Evidence from a registered/certified local plumber stating the location and repair of the leak (this will also notify the UTILITY Office if sanitary sewer charge needs to be adjusted if the account is not on average).
 - C. The Hennessey Public Works Authority shall establish, by resolution, and adjustment rate for a major water leak.

City Manager's approval is required for adjustment requests that are due to unusual or bizarre circumstances not covered under this policy.



TOWN OF HENNESSEY

I have read and fully understand the terms of this agreement and certify that a leak in my plumbing occurred and that it has been repaired.

Owner's Signature

Date

Staff Signature

Date