



The Water Works Board of the City of Auburn
1501 W. Samford Avenue
Auburn, Alabama 36832
Phone (334) 501-3050
serviceorders@auburnalabama.org

Internal Office Use Only

Last HBA? _____

Eligible (circle one)? YES NO

Billing Cycle _____

Sewer Code _____

High Bill Adjustment Request Form

Name on the account: _____

Service address: _____

Account ID - Customer ID: _____

Explanation of high usage: _____

Date high usage began _____ Date repaired _____ Contact phone number _____

Signature _____ Date _____

Please attach a copy of all invoices for repair services or receipts for parts that were used to fix the problem causing the high bill at the service address. If no parts were purchased or no outside party was paid to make the necessary repairs, then provide a detailed explanation making it clear why no spending was necessary to resolve the problem causing the high usage. In order to receive the maximum refund allowable, it is recommended that the customer provide photographs documenting the plumbing problems that caused the high bill.

- Per the Auburn Water Works high bill adjustment policy, a customer is eligible for a high bill adjustment once every 18 months.(12 months if pertaining to filling a swimming pool and 36 months for irrigation lines). A high bill adjustment for water and sewer generally will be allowed only for one billing period. In the event that the leak affects more than one billing period, the adjustment will be based on the two consecutive months with the highest readings. In the event one of the high readings is within the 18-month period, but the next high reading is not, the adjustment will be based only on the next high reading.
- If the request for a high bill adjustment meets the policy guidelines; an adjustment will be processed when the meter usage returns to normal to ensure the problem is resolved. The adjustment will be calculated based on the last 12-month average usage. Should the account not have at least a normal three-month average, there may be a delay in processing your request. Approximately, half of the usage overage will be credited to the customer’s account.
- You should continue to pay your water bill while the adjustment request is being reviewed to prevent disruption of service. If you are unable to pay the high usage bill in its entirety, please contact the Water Board to make payment arrangements. Phone (334) 501-3050 or via email serviceorders@auburnalabama.org