



City and Borough of Juneau
Utility Business Unit
Utility Billing
Phone: (907) 586-0898
Email: cbj.utility@juneau.org

METERED SEWER BILLING ADJUSTMENT REQUEST

Adjustments are only considered when it can be shown that the 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 normal consumption. **This process takes at least 3-4 months.**
All 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: _____

Please submit this form, along with a copy of the plumber's bill, and/or written findings from the plumber or individual who performed repairs. **This documentation must be submitted before an adjustment can be considered.**

Use the checklist below to make sure you have provided all of 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
