

First Utility District of Knox County
Leak Adjustment Request Form

To be considered for a leak adjustment you **must** meet/include the following:

- An **itemized** repair bill from a licensed plumber (if customer repairs the leak, they must furnish, to First Utility, dated receipts and photos of leak/repair)
- Request consideration for an adjustment within 90 days of the first bill reflecting leak

Date: _____ Account Number: _____

Name on Account: _____

Service Address: _____

Email Address: _____

Contact Number/s: _____

Date Leak Determined: _____ Date Leak Repaired: _____

Was Leak: Domestic _____ or Irrigation _____ related

Customer Signature: _____

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NOTE: FILLING OUT THIS REQUEST **DOES NOT** GUARANTEE THAT YOUR BILL/S WILL BE ADJUSTED. YOUR LEAK MUST FALL UNDER THE GUIDELINES OF OUR ADJUSTMENT POLICY. YOU MAY REQUEST OUR POLICY BY CALLING OUR OFFICE AT 865-966-9741 OR BY GOING TO: <http://fudknox.org/site/wp-content/uploads/2015/10/Leak-Adjustment-Policy.pdf>

After request has been submitted to First Utility:

- Customer must continue to pay an average monthly bill (determined by First Utility), while the account is under review. Failure to do so may result in an interruption of service.
- If customer is on auto-draft, they may want to discontinue this until a decision is made.
- If request falls under our adjustment policy, First Utility will make an adjustment once all requirements are met and usage goes back to normal.

Please submit this form and accompanying documentation to:

First Utility District of Knox County OR
PO Box 22580
Knoxville, TN 37933

Fax: 865-675-4029
Email: 1stutility@fudknox.org