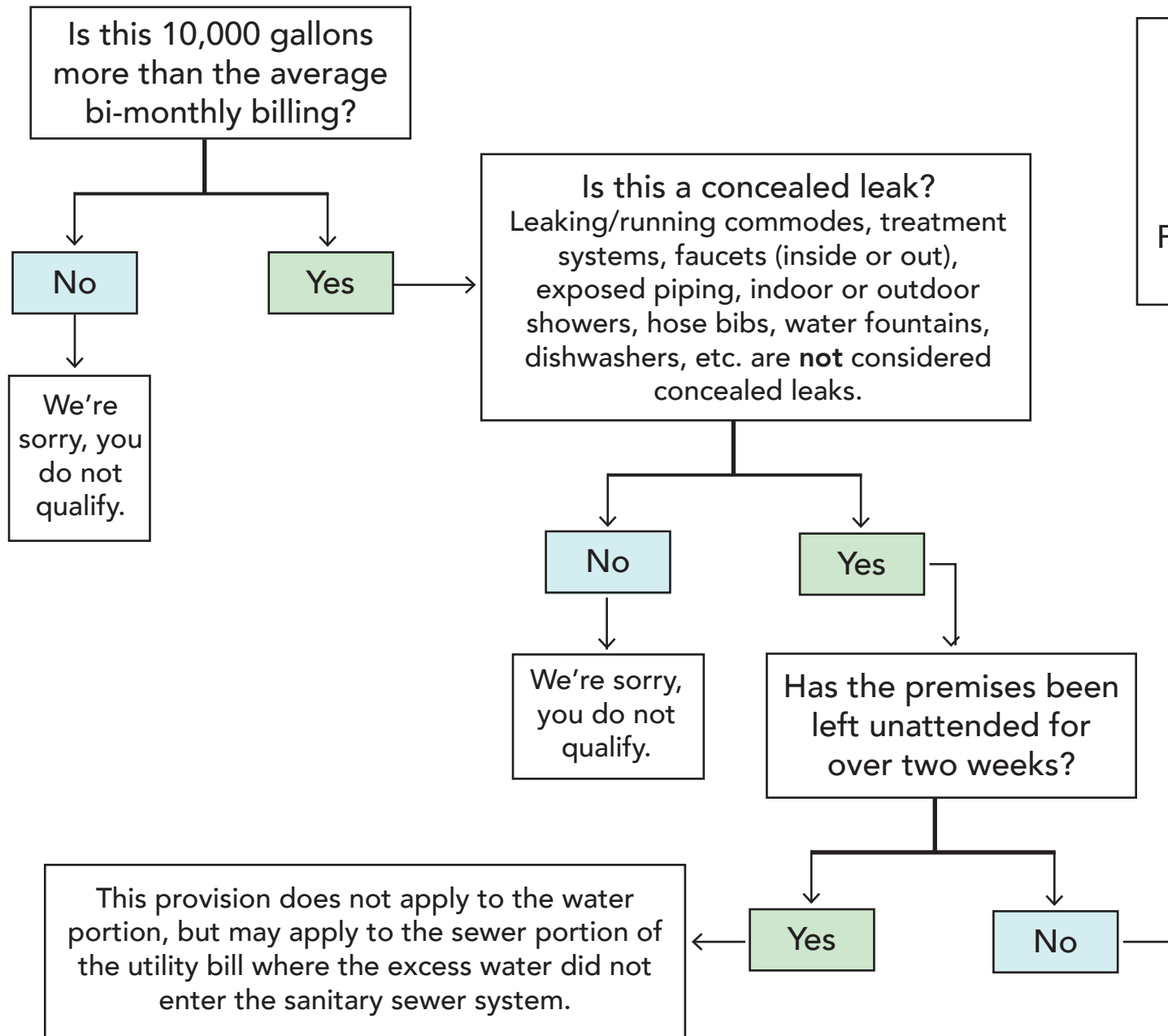




Do I Qualify For a Leak Adjustment?



If you qualify for an adjustment, contact Michele Reece at (828) 295-5204 or utilitybilling@tobr.us for a leak adjustment application. Please have a plumbing invoice for the leak adjustment available.

For the water portion: the customer must pay the established minimum water charge. On a case by case basis, an adjustment of half (50%) of the remaining portion of the bill may be granted.

For the sewer portion: Where the excess water **did not** enter the sanitary system, customer shall be required to pay average bi-monthly sewer bill. An adjustment of all sewer charges may be granted.

For the sewer portion: Where the excess water **did** enter the sanitary system, the customer shall pay the established minimum sewer charge.

On a case by case basis, an adjustment of half (50%) of the remaining portion of the bill may be granted.