



## **ACCOUNT REVIEW REQUEST INFORMATION SHEET**

Your sewer rates are determined in part by the amount of water consumed on your property, and sometimes sewer bills can be affected by problems with your water system. If you think your sewer bill is too high because of a problem that caused water usage that did not go down the drain or enter the sewer system, we will review your account to see if it can be adjusted. Please submit your request for review of charges in writing, using the Account Review Request Form. Your request must contain all the information listed on the form, along with the documentation. Sorry, we cannot accept telephone requests for account reviews.

In cases of water leaks where the water did return to the sewer system, such as toilet or other interior fixture leaks, we cannot issue a credit. However, if the leak occurred during your winter period, upon which your billing rate is based, we will review the winter period setting to see if it can be adjusted. Winter period adjustments are limited to residential (one- and two-family residences) customers only.

City of Cincinnati Account Review Form

In order for us to review your charges, you must submit this form together with supporting documentation to:

**EMAIL TO:** SewerAdjustmentRequests@cincinnati-oh.gov (preferred)

**MAIL TO:** MSD Account Review Team

GCWW Billing Operations

4747 Spring Grove Ave.

Cincinnati, OH 45232 (print & mail)

**FAX TO:** 513-591-5729

**All information requested below (including documentation) is required.**

Customer Name:

Complete Premise Address:

Complete Mailing Address:

Daytime Telephone Number:

GCWW Account Number:

Reason for the Request:

ie. due to leaks, broken hose bibs, outdoor fixtures, underground leak, etc.

Where the Problem Occurred:

When the Problem Occurred:

Where the Water Drained:

Who Performed the Repair:

When Problem Repaired:

Please attach documentation of occurrence, and any additional information – copy of repair bill from plumber or responsible party (if applicable), photos, etc.