



## **CITY OF MASON 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, the City of Mason will review your account to see if it can be adjusted. Please submit your request for review of City of Mason sanitary sewer charges in writing, using the Mason Billing 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, the City of Mason cannot issue a credit. However, if the leak occurred during your winter period, upon which your billing rate is based, the City of Mason 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.

**Public Utilities**

3200 Mason-Morrow-Millgrove Road

Mason, OH 45040

P: 513.229.8570

F: 513.229.8571



## Sewer Billing Review Request

This form must be completed prior to reviewing any sewer credit requests. Please provide as much information as possible and include any documents that may be helpful such as repair estimates, receipts, etc. Copies of the bills two months prior to the increase as well as the month of the increase are also required. Documents can be emailed to [PublicUtilities@masonoh.org](mailto:PublicUtilities@masonoh.org) or mailed to the address at the top of this page.

**CUSTOMER INFORMATION**

Name:

Address:

City: State: Zip: Telephone:

Service Address (if different than above):

E-mail:

Provide a detailed description of the problem. Please include date, location and person or company who performed the repair:

**REQUEST SUBMITTAL CHECKLIST:**

- completed adjustment request form
- bills two months prior to increase
- bill to be adjusted
- repair invoice and/or receipts

**IMPORTANT INFORMATION**

- Possible access to your property will be needed depending on the location of the repair.
- No credits are issued due to leaks caused by a third party.
- No adjustment will be given prior to the completion of repairs.
- An underground/concealed leak adjustment request may take up to 60 days for completion.
- The City will notify you regarding any discrepancies with this adjustment request.

**Signature:**

**Date:**