



**ST. CLOUD UTILITIES**  
 1300 NINTH STREET, ST. CLOUD, FL 34769  
 BUILDING A - FIRST FLOOR  
 PH: 407-957-7344 FAX: 407-957-7111  
 EMAIL: CUSTOMERSERVICE@STCLOUD.ORG



## CREDIT ADJUSTMENT APPLICATION

As a customer of St. Cloud Utilities, you may request an adjustment on your current water bill if you have recently encountered a leak or had your pool filled by completing and submitting this application. All supporting documents such as receipts, plumber invoices, and/ or pictures must accompany this application to be considered for an adjustment. Request **must** be submitted within 60 days after receipt of the subject utilities bill. St. Cloud Utilities invoices are still to be paid when due. Submittal of this request does not prevent your account from collection activity, including interruption of service.

I, \_\_\_\_\_ account holder of the property located at:  
 \_\_\_\_\_ whose phone number  
 is \_\_\_\_\_. Account number: \_\_\_\_\_ Hereby request consideration  
 of an adjustment to my account.

**Please select the reason for the adjustment request.**

\_\_\_ Pool Fill Date of pool fill: \_\_\_\_\_ Est. gallons used: \_\_\_\_\_

\_\_\_ Leak (**Please attach invoices or receipts related to completed repair.**)

Date of repair: \_\_\_\_\_

Please give brief description of how the leak occurred:

By submitting this application, I am aware that only one adjustment every twelve (12) months, will be granted on my account. I further understand that this application must be accompanied with supporting documents to be considered for an adjustment. I also understand my responsibility of any balance on the account while the account is being reviewed and subject to any collection activities, including interruption of service.

I certify that the above information is true to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE ALLOW 2-3 MONTHS PROCESSING TIME FOR THIS REQUEST**

**For Office Use Only** \_\_\_\_\_ Adjustment approved \_\_\_\_\_ Adjustment denied

Amount of adjustment: \_\_\_\_\_ Completed on: \_\_\_\_\_

Approved by: \_\_\_\_\_