

Utility Billing Adjustment Committee Submittal Form



Mailing address:

Name: _____

Street Address: _____

City, State, Zip: _____

Home Phone#: _____ Work Phone # _____

Email Address (optional) _____

Service Address (if different than above): _____

Account #: _____

The above service address had unusually high water use due to (check all that apply):

- Indoor plumbing leak (toilet, shower, etc.)
- Outdoor plumbing leak (service line, spigot)
- Irrigation leak
- Excessive irrigation
- Other

Please explain the nature of the problem that caused the high water usage (if necessary, you can use and attach a separate sheet of paper):

- Repair receipts and/or other documentation included.

Signature of account holder: _____

Print name: _____

Date: _____

Utility Billing Adjustment Committee - UBAC

The UBAC was formed in 1992 to assist water and sewer customers with billing questions and concerns, and to resolve any billing problems which may arise. The City recognizes that there are circumstances which result in the unintended high usage of water. If you have discovered a leak(s) and have made the necessary repairs, or have had an unusual event that has caused higher than normal water use, the UBAC will review your account for a possible adjustment if the following requirements are met:

1. There must be evidence that the excessive use of water was not due to willful or negligent acts of the customer;
2. Evidence that the problem was addressed in a timely manner;
3. Completion of the information on the UBAC request form;
and
4. Submittal of pertinent documentation (i.e. receipts, repair bill, etc.) along with the form that indicates the problem has been resolved.

Complete the UBAC submittal form and return to:

UBAC
City of San Luis Obispo
879 Morro Street
San Luis Obispo, CA. 93401

OR,

by email to ubac@slocity.org

If you have any questions or need assistance completing the form, call 805-781-7258.