



## ADJUSTMENT REQUEST

- Only ONE adjustment request will be granted during a consecutive twelve-month period.
- The adjustment request must be submitted within 90 days of the discovery of the issue.
- No action will be taken to process the adjustment request until all information is completed and received by the City of Myrtle Beach Utility Billing Division.

Please allow 1 – 3 weeks for processing. If the adjustment is approved, the adjustment will be reflected on your next monthly billing statement. You can also check the status of your request by contacting a customer service representative.

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Service Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_ Location of Leak: \_\_\_\_\_

Discovery Date of Leak: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

- Repair was made by:  Plumber (Invoice MUST be attached to request)
- Self or Relative (Receipt/Proof of Repair MUST be attached to request)
- Other (Proof of Repair MUST be attached to request)

Please explain the nature/type of leak and describe the repair that was made:

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

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

**Mail Form To:**

City of Myrtle Beach

Attn: Utility Billing Division

P O Box 2468

Myrtle Beach, SC 29578

**Drop Form Off At:**

Utility Billing Division

921 North Oak Street

Myrtle Beach, SC 29578

843-918-1212

Email Form To:

[mutilpay@cityofmyrtlebeach.com](mailto:mutilpay@cityofmyrtlebeach.com)



## WHAT QUALIFIES FOR AN ADJUSTMENT?

What **MAY** qualify for an adjustment?

- Service Line Leak
- Leaks in wall, under building or slab
- Swimming pool fill (One adjustment per 12 month period / Sewer portion only)
- Hot tub / Sauna fills
- Toilet Leaks

What will **NOT** qualify for an adjustment?

- Power/Pressure Washing
- Watering garden or lawn or shrubbery
- Ruptured hoses
- Hoses left running
- Unauthorized usage such as nearby construction or neighbor
- This list is not all inclusive, other non-qualifiers may exist