



Rouss City Hall
 15 North Cameron Street
 Winchester, VA 22601

Telephone: (540) 667-1815
 FAX: (540) 662-5803
 TDD: (540) 722-0782
 Website: www.winchesterva.gov

WATER/SEWER BILL ADJUSTMENT REQUEST FORM

Please complete this form to request an adjustment on your water/sewer utility bill due to a water leak. Please allow 5-10 business days to review your request. You will receive a letter within 2-3 business days after your account has been reviewed. Please contact our office with any questions or concerns.

CUSTOMER INFORMATION

Customer's Name on Account:

Account Number:

Service address:

City:

State:

ZIP Code:

Mailing address: (if different from service address)

City:

State:

ZIP Code:

Phone Number:

Mobile Phone Number:

E-mail Address:

LEAK INFORMATION

Date Leak was Discovered:

Description of Leak:

REPAIR INFORMATION

The Leak was Repaired by:

Description of Repairs Made:

Cost of Repairs (attach receipts):

I attest that all the information above is accurate to the best of my ability.

SIGNATURE OF CUSTOMER:

Date:

(Typed electronic signature is equivalent to a written signature).

PLEASE RETURN TO WINCHESTER PUBLIC SERVICES VIA EMAIL TO Emily.Lamb@winchesterva.gov , IN PERSON AT CITY HALL OR FAX TO 540-662-5803.

"To provide a safe, vibrant, sustainable community while striving to constantly improve the quality of life for our citizens and economic partners."