City of West Branch
121 North Fourth Street • West Branch, Michigan 48661
(989) 345-0500 • Fax (989) 345-4390 • e-mail: cityhall@westbranch.com

WATER/SEWER BILL
ADMINISTRATIVE ADJUSTMENT REQUEST FORM

Name and contact information of individual requesting the administrative adjustment:

_____

_____

Name and property address for individual/entity responsible for water/sewer bill in question:

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_____

Relationship/interest of party requesting the adjustment (example: property owner, tenant, office manager, etc.):
_____

Are you requesting an administrative adjustment of the:

☐ Water portion of the bill only ☐ Sewer portion of the bill only ☐ Both the water & sewer portions

What period of time are you requesting an administrative adjustment of your bill be applied to:

_____

Has the Department of Public Works (DPW) performed an inspection of the property in question to look for possible problems/leaks, etc.? ☐ Yes ☐ No If yes, please indicate when, and describe results of the inspection:

_____

_____

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_____

Please use the following two pages [attach additional pages if needed] to explain in as much detail as possible any information that you believe would assist administrators attempting to determine whether an administrative adjustment is warranted in this instance. Also, please note that due to the fact that administrative adjustment requests are investigated by the administration and the DPW, responses to requests typically take about 14-21 business days, depending upon the complexity of the issues raised in the request. However, all bills disputed via a request for administrative adjustment are held in abeyance, meaning that they are not due and owing during this period of administrative review, nor are penalties or interest accumulated during this time.

Once a determination regarding a request for administrative adjustment is made, the requestor will be notified in writing as to the final decision, at which time the amount determined to be due and owing will be due at that time.

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NOTE—Only ONE (1) water and/or sewer bill adjustment per water customer for the life of the water customer. This rule applies to landlords who own multiple properties as well as individual homeowners. Landlords (as well as individual homeowners) are advised to do regular inspections of their property and perform maintenance as needed to avoid unnecessary plumbing leaks, etc. Water customers are also advised to regularly inspect toilets, sinks, etc. for leaks, as proper maintenance of all internal plumbing and fixtures is the responsibility of the property owner NOT the City of West Branch.

_____
Signature of individual requesting administrative adjustment

_____
Date

If this form was mailed or faxed to you it must be returned to the City of West Branch, 121 N. Fourth St., West Branch, MI 48661 or faxed to (989) 345-4390 or scanned and emailed to cityhall@westbranch.com within three (3) business days of receipt in order to maintain status of any verbal indication that a bill would be held in abeyance during an administrative review period.

Failure to return this form with the required information within three (3) business days will cause your water/sewer bill to become immediately due and owing at the originally billed amount.