

ACCOUNT REVIEW REQUEST INFORMATION SHEET

Sewer bills can sometimes be affected by problems with your water system as your sewer rates are determined in part by the amount of water consumed on your property. If you think your sewer bill is too high because of a problem that caused water usage that did not go down the drain or enter the sewer system, we will review your account to see if it can be adjusted.

Please submit your request for review of charges in writing, using the attached Account Review Request Form. Your request must contain all the information listed on the form, along with documentation. Sorry, we cannot accept telephone requests for account reviews.

In cases of water leaks where the water did return to the sewer system, such as toilet or other interior fixture leaks, we cannot issue a credit. However, if the leak occurred during your winter period, upon which your billing rate is based, we will review the winter period setting to see if it can be adjusted. Winter period adjustments are limited to residential (one and two-family residences) customers only.

In order for us to review your charges, you must submit the attached form together with supporting documentation to:

EMAIL

SewerAdjustmentRequests@cincinnati-oh.gov

MAIL

MSD Account Review Team
GCWW Billing Operations
4747 Spring Grove Ave.
Cincinnati, OH 45232

FAX

(513) 591-5729

CITY OF CINCINNATI ACCOUNT REVIEW FORM

All Information requested below (including documentation) is required.

Customer Name:

Complete Premise Address:

Line 1:

Line 2:

City, State:

Zip:

Complete Mailing Address:

Line 1:

Line 2:

City, State:

Zip:

Daytime Telephone:

GCWW Account Number:

Reason for the Request:

ie. due to leaks, broken hose bibs, outdoor fixtures, underground leaks, etc.

Where the Problem Occurred:

When the Problem Occurred:

Where the Water Drained:

Who Performed the Repair:

When was the Problem Repaired:

Please attach documentation of occurrence and any additional information - copy of repair bill from plumber or responsible party (if applicable), photos, etc.