

MSD ACCOUNT REVIEW REQUEST

INFORMATION SHEET

Your sewer rates are determined in part by the amount of water consumed on your property, and sometimes sewer bills can be affected by problems with your water system. 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, MSD will review your account to see if it can be adjusted. Please submit your request for review of MSD sanitary sewer charges in writing, using the MSD Account Review Request Form. Your request must contain all the information listed on the form, along with the 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, MSD cannot issue a credit. However, if the leak occurred during your winter period, upon which your billing rate is based, MSD 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 MSD to review your charges, you must submit this form together with supporting documentation to Yudora Flack at:

Yudora.Flack@cincinnati-oh.gov (email - preferred)

(513) 244-1384 (fax)

Yudora Flack, Metropolitan Sewer District, 1600 Gest Street, Cincinnati, OH 45204 (mail)

All information requested below (including documentation) is required.

Customer Name:

Complete Premise Address:

Complete Mailing Address:

Daytime Telephone Number:

GCWW Account Number:

Reason for the Request:

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

Where the Problem Occurred:

When the Problem Occurred:

Where the Water Drained:

Who Performed the Repair:

When Problem Repaired:

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

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