



TOWN OF TERRY, MISSISSIPPI

Water & Utility Billing Department

315 W. Cunningham Avenue • P.O. Box 327 • Terry, MS 39170
Phone: (601) 878-5521, Ext. 6 (Water Dept.) • Fax: (601) 878-5535
Email: terrycityhall@bellsouth.net

UTILITY BILLING ADJUSTMENT APPLICATION

For requests to review a water/sewer bill believed to be in error, or arising from a documented leak or unforeseen circumstance.

IMPORTANT LEGAL NOTICE

Under Article 4, Section 100 of the Mississippi Constitution, the Town of Terry is generally prohibited by law from reducing, waiving, or forgiving a utility bill once the customer has received the benefit of water or sewer service, regardless of the reason the charge accrued or any billing or meter-reading error.

An adjustment may be considered only in the narrow circumstance where an unforeseen event caused the charge and the customer did not receive the benefit of the water or sewer service reflected on the bill (for example, a documented underground or plumbing leak, verified by a licensed plumber or Town representative). Higher usage caused by a filled pool, irrigation, guests, appliance use, or a leak that was used through a fixture in the home does not qualify, because the customer received the benefit of that water.

Submitting this application does not guarantee any adjustment. All requests are reviewed by the Town Clerk's office and, where required, presented to the Mayor and Board of Aldermen for final action. If an adjustment cannot be granted, the account remains eligible for a 12-month installment payment plan.

ACCOUNT & CONTACT INFORMATION

Account Name:

Account Number:

Service Address:

Mailing Address (if different):

Daytime Phone:

Email Address:

BILLING PERIOD IN QUESTION

Bill Date(s):

Amount Billed: \$

Normal Average Bill: \$

REASON FOR REQUEST (check all that apply)

- ☐ Documented underground water line leak (repair receipt/invoice attached)
- ☐ Documented interior plumbing or water heater leak, since repaired (receipt attached)
- ☐ Meter was not read during automated meter conversion, resulting in an estimated or catch-up bill
- ☐ Suspected meter malfunction (Town will test meter upon request)
- ☐ Billing or account error (e.g., wrong account charged, duplicate charge)
- ☐ Other (explain below)

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EXPLANATION OF REQUEST

Please describe, in your own words, what happened and why you believe an adjustment is warranted. Include dates, the cause of the charge, and any repair that was made.

REQUIRED SUPPORTING DOCUMENTATION

Applications supported by a documented leak or repair must include a copy of a paid invoice, receipt, or work order from a licensed plumber or contractor showing the date, location, and nature of the repair. Requests without supporting documentation will not be considered for adjustment and may only be offered a payment plan.

CERTIFICATION & SIGNATURE

I certify that the information provided in this application is true and correct to the best of my knowledge. I understand that submission of this application does not guarantee an adjustment, that the Town of Terry is bound by Mississippi law regarding the reduction of utility charges, and that I remain responsible for timely payment of my account, including through an installment plan if an adjustment is not granted.

Applicant Signature:

Date:

FOR OFFICE USE ONLY

Received By:

Date Received:

Meter Tested? ☐ Yes ☐ No

Documentation Attached? ☐ Yes ☐ No

☐ Referred for Board of Aldermen action ☐ Installment plan offered ☐ Denied – does not meet legal standard

Board Action Date (if applicable):

Reviewed By / Title:
