



**Policy Requirements:** Our Policy is, pools or drains capable of sending water into a sanitary sewer system do NOT qualify for credit. Wastewater entering our facility is treated at a cost to us. If pool connects, filters or can drain to the sewer, please stop here, as the pool will not qualify for this request. The City of Canton Utility Department allows only one (1) request per Calendar Year for a swimming pool that is newly installed or fully emptied and re-filled. The sewer portion of your bill will be adjusted based on the water consumed

Once a completed request is received, the department will calculate an adjustment based on a combination of a starting read, ending read and the dimensions of the swimming pool. A \$25.00 administrative fee for reading the meter (beginning/ending) and/or verifying that there has been a corresponding increase in consumption is applied to every account that request a pool fill credit. Your credit will be reflected on your next bill

**New pools require validation and you must submit a copy of your installation invoice or sales receipt to confirm the presence of a new pool.** Failure to include a receipt prevents processing of your request. This fill request is offered as a courtesy, as all pool related expense (water/sewer fees, etc.) incurred by a consumer, is the sole responsibility of that consumer. We do not credit pools that leak, or for estimated evaporation, season long topping off, etc., as these fills are ineligible for this courtesy program, and such requests will be rejected.

**Pool Repair/Leaks/Liner Replacement/etc:** Repair documentation is required to validate the pool is free of leaks. A signed customer statement detailing type of repair made, the date when the leak was first noticed, and date leak was fully repaired, plus a copy of your Receipt must be sent with this form as proof of repair. Work order solicitations or unpaid quotes cannot be accepted as proof of repair as we require a paid receipt to validate repair is complete and pool does not leak. Failure to provide documentation/receipt with this form results in no credit.

**An Active Sewer Account with Sewer Fees Billed by the City of Canton Utility Department is Required:** You do not qualify for this credit if on septic tank; Credit is disallowed whenever a pool presence is not verifiable, or new pool receipt is not submitted with form, or if a pool drain or filter discharge is questionable. City of Canton Utility reserves the right to deny any submitted request, and or those lacking documentation, and or not fully meeting the terms and conditions of this courtesy credit program as defined. We do not give refunds. Check your City of Canton Utility account for amount credited. A negative dollar amount will show under the Account Summary, see miscellaneous deduction (example: \$-18.64). Credits may take up to two billing cycles to process to an account as meter read dates, or billing lags, can slow the calculation of credits. Canton Utility Department automatically rejects incomplete, unsigned, outdated, and or ineligible forms.

**--INCOMPLETE FORMS CANNOT BE PROCESSED- PLEASE FILL IN ALL BOXES BELOW--**

<b>TODAY DATE:</b>	<b>DOES POOL CONNECT, DRAIN, OR FILTER TO SANITARY SEWER SYSTEM ?</b> <b>YES or NO</b>
<b>Where does pool water go if pumped out, drained, or emptied for any reason?</b>	
<b>Account Number:</b>	<b>Name on Account:</b>
<b>Address where pool is located:</b>	<b>Year Pool was Purchased:</b>
<b>Pool Shape- Is it round, rectangle, oval, kidney, Etc:</b>	<b>Est Volume in Gallons:</b>
<b>Measurements in feet- Length &amp; Width:</b>	<b>Depth, if sloped include both shallow &amp; deep ends</b>
<b>Date you started filling pool:</b>	<b>Date you finished filling pool:</b>
<b>Best Phone # to reach you between the hours of 8:00am and 4:00pm:</b>	