

Swimming Pool Request Form for HU Water Accounts that bill for WPC Sanitary Sewer (SS) Customers Only

Please Read Form Instructions First: Water entering a sanitary sewer system (SS) comes to our facility and is treated at a cost to us. For this reason, drains, pools or filters connected in any manner to sanitary sewer do **not** qualify for credit. If a sewer connection is present, the pool will not qualify for this request, so please stop here. If WPC deems pool, drain or filter connection is questionable, request is denied. WPC must have access to the HU account that bills HSV Water & WPC Sewer Fees in order for this request to be considered. If pool site is outside of our jurisdiction, in areas of Meridianville, New Hope, the City of Madison, New Market, Hazel Green, Harvest Monrovia, Toney, rural Madison County, etc., it does **not** qualify for use of this form. WPC has authority to reject a request not meeting its Policy and or all terms and conditions of this courtesy offering. **New Pools do require validation! You must include a copy of your receipt, or installation contract, at the time you submit this form, or form gets rejected, and the request is denied.** When a pool presence, size, or account consumption cannot be confirmed by WPC, we cannot grant credits.

Pool Related Leaks, Liner Replacement or Repairs: Documentation is required to validate pool is free of leaks once a repair or liner replacement is made. A signed statement detailing the work that was done and a copy of the dated repair or replacement receipt, must be sent with this request form.

Proof of repair is required to validate repair/work is finished and that the pool does not leak. Failure to provide these documents with the form results in no credit. All pool related expense, including consumption related fees, are the responsibility of the pool owner. No credit allowed on an account when a water line, any connected device, or pool is leaking. We offer this credit, as a courtesy, and only when all requirements are met. No credit for season long topping off, estimated evaporation, consumption exceeding pool volume, etc. These types of requests are ineligible for this courtesy offer and are rejected. **Only one fill request per Calendar Year, no exceptions.**

Credit cannot be calculated in advance of the customer being billed for fill related consumption fees. Submit a request form only after you have finished filling up the pool. Form requires actual start and end dates for when the fill was done. A form submitted with a 'future start or future end fill date' gets rejected, so only submit your form after the fill is complete, but no later than 60-days of having been billed by HU for the consumption used. Credit requests received on finalized/closed accounts, outside of the stated timeline, or for a previous year cannot be processed. If request is approved, a credit shows on the next utility invoice after the credit is processed. Check your HU Bill for the amount. It may take two Billing Cycles for calculation and processing to be completed. Credit shows as a negative dollar amount under the Account Summary, example: -18.93 Amount credited is based solely on our method of calculation. All information must be complete and accurate or form cannot be processed. You may contact our office to have a form mailed to you if you do not have Internet access: Call 256-883-3719, Monday thru Friday, between 8:00 am to 4:30 pm for assistance. Please visit the city website to access our e-Form Pool Request: <http://www.huntsvilleal.gov/residents/water-sewer/sanitary-sewer/permits-fees/pool-filling-credits/>

All boxes below must be complete and the form must be signed, or request cannot be processed. **REMINDER:** if pool can, did, or does send water to the sanitary sewer, via any connection to a sanitary sewer system, or request does not meet all requirements, it will not qualify for a courtesy fill credit.

Today's Date:		Does Pool Drain or Filter System Connect to Sanitary Sewer System - Yes or No?	
Where would pool water go if pumped out, drained, or emptied for any reason?			
Account Number:		Name on Account:	
ADDRESS pool is located:		Year Pool was Purchased:	
Pool Shape -Round, Rectangle, Oval, Kidney, etc:		Volume Estimate/GALS:	
Measurement in Feet - Length & Width:		Depth - if sloped bottom, list both shallow & deep ends:	
Date you STARTED this Fill?		Date you FINISHED the pool fill?	
Best Phone # or Email to reach you between 8:00 am and 2:00pm?			
<p>MUST SIGN: Signature confirms information provided is true and correct and attests that no water from pool can enter sanitary sewer system via pool drain, pump or other means. Signature grants permission to enter pool area only if necessary. When using Website "Submit by Email" button below to send a completed form, type in name for signature, but only when a written signature would be improbable. UNSIGNED forms cannot be processed.</p>			

Send Form / Copy of Receipt / Required Documents to:

WPC Pool Credit
PO BOX 308
Huntsville AL 35804-0308

FAX:
256-883-3779

Faxed or USPS Mailed forms will not get a notice of receipt

IMPORTANT: Do not use the Email Button above if you are required to send additional documentation or receipt for new pools or repair (see instructions above). These documents must be sent with the form, via fax or mail. **Failure to include required documents with the form results in automatic rejection of the submitted request.**

A "RECEIVED" notice is sent back via email only if we receive a successful website submission. Reply is sent after the e-Form is viewed during regular business hours M-F. Please be sure to check your Spam or Junk Mail Folder if you do not see a reply after submitting the website e-Form. Thank you!