



# CITY OF THOUSAND OAKS

## REQUEST FOR A ONE-TIME ADJUSTMENT FORM

2100 E Thousand Oaks Blvd, Thousand Oaks, CA 91362-2903  
Phone (805) 449-2201 · Fax (805) 449-2289 · Email [utilitybill@toaks.org](mailto:utilitybill@toaks.org)

The City of Thousand Oaks offers a one-time adjustment to their utility customers when there is an unusually high-water usage due to either unexplained causes or a leak within the customer's property. To qualify, the water usage must be more than twice the reasonably expected bill for the period involved as evaluated by City staff. All leaks must be corrected prior to any adjustment.

Customer must submit copies of the City of Thousand Oaks Utility bill(s) and proof of repair (i.g. repair invoices, receipts) with this form.

PLEASE COMPLETE ALL APPLICABLE FIELDS ON THIS FORM	
Customer Name	Date Submitted
Utility Service Address	Phone #
Utility Billing Account #	Email Address
Service Period of the Bill for Adjustment <i>Adjustment Requests - Maximum of Three (3) Billing Cycles</i>	
Explain Reason for One-Time Adjustment Request	
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I am applying for a one-time adjustment on my utility account with the understanding that I am only eligible for one adjustment per life of the account. Should a similar problem arise in the future, I will not be able to request an adjustment to my bill. I acknowledge that the bill(s) subject to this adjustment request must be paid by the due date to avoid penalties and/or disconnections.	
Customer's Signature: _____ Date: _____	

FOR CITY STAFF USE ONLY				
Date Received	Assigned To	<input type="checkbox"/> Proof of Repair <input type="checkbox"/> Copy of Bill(s)	<input type="checkbox"/> Data Profile - Date Requested: _____	
Qualified for 1X Adjustment <input type="checkbox"/> Yes <input type="checkbox"/> No		Adjustment Amount	Date Submitted for Approval	
Date Called	Date Letter Sent/Emailed	Accepted Offer? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date Offer Accepted	Date Account Adjusted