

City of Union City
Utility Department
5047 Union St.
Union City, GA 30291
Phone (770) 964-2288
Fax (770) 306-6861



Utility Bill Dispute Form

Name: _____

Date: _____

Service Address: _____

Account Number: _____

Please consider adjusting my bill due to the following reasons listed below. Place an X by the applicable reasons:

_____ Abnormal Billing Amount – (Must provide dates: _____)

_____ Infrastructure Repair – (Must provide location of repair as well as dates and itemized invoice):

_____ Other Reason(s) not Shown Above:

Please attach a copy of the itemized repair bill pertaining to your request. This information is required and must be turned in along with this request form.

Other important items to note regarding adjustments are as follows:

- The City maintains the right to decline a customer for an adjustment due to the lack of evidence or any other reason the City determines is not applicable.
- The City is not responsible for repairs on private property.
- Only one adjustment per year is allowed for an approved dispute.
- The City will not provide adjustments for toilet leaks and plumbing issues that go into the sewer.
- The City will consider adjustments for the following:
 - Piping repairs underground
 - Piping repairs within the walls of the house/property
 - Hot water tank repairs