

**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. We are unable to process obsolete, outdated or unofficial forms. Always check our website at <http://www.huntsvilleal.gov/wpc> for current, official Pool Fill Request Forms and FAQs. Scroll to the lower right side of web page and look under Quick Links. Click on link for Pool Filling Credits. Read number nine (9) first. Then click on the forms link. The information you provide must be complete, accurate and legible. **Only one (1) Fill Request per Calendar Year**, no exceptions. **Complete and submit form only after the pool fill is complete**, and no later than 60-Days of Huntsville Utilities having billed you for the water used in the fill. Credits cannot be calculated in advance of billing the consumption. Credit requests received outside the stated timeline, or on finalized accounts, cannot be processed. **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 Huntsville Utilities, on Behalf of the Water Pollution Control Department, is Required:** *You do **not** qualify for this credit if on septic tank, flat rate, or in areas outside WPC jurisdiction; such as New Hope, Meridianville, New Market, Hazel Green, Harvest, Toney, the City of Madison, rural Madison County, etc. 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. WPC 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 Huntsville 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. System automatically rejects incomplete, unsigned, outdated and or ineligible forms.

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

<b>Today's Date:</b> <input style="width:90%;" type="text"/>	<b>Does pool connect, drain or filter to a Sanitary Sewer System, Yes or No?</b> <input style="width:95%;" type="text"/>
<b>Where does pool water go if pumped out, drained, or emptied for any reason?</b> <input style="width:98%;" type="text"/>	
<b>ACCOUNT Number:</b> <input style="width:95%;" type="text"/>	<b>First &amp; Last NAME on Account :</b> <input style="width:95%;" type="text"/>
<b>ADDRESS where pool is located:</b> <input style="width:95%;" type="text"/>	<b>Year Pool was Purchased:</b> <input style="width:95%;" type="text"/>
<b>Pool Shape - is it Round, Rectangle, Oval, Kidney, etc:</b> <input style="width:95%;" type="text"/>	<b>Est Volume in GALS:</b> <input style="width:95%;" type="text"/>
<b>Measurements in Feet - Length &amp; Width:</b> <input style="width:95%;" type="text"/>	<b>Depth, if sloped include both shallow &amp; deep ends:</b> <input style="width:95%;" type="text"/>
<b>Date you Started filling pool?</b> <input style="width:95%;" type="text"/>	<b>Date you Finished the pool fill?</b> <input style="width:95%;" type="text"/>
<b>Best Phone # to Reach You Between the Hours of 8:00 am &amp; 2:00 pm:</b> <input style="width:95%;" type="text"/>	
<b>MUST SIGN:</b> <i>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 us permission to enter pool area if necessary. When sending this form from our Website by using the "Submit by Email" button below, please type your name in the signature box when a written signature would be improbable. <b>UNSIGNED forms will not be processed.</b></i>	<input style="width:95%; height: 40px;" type="text"/>

**MAIL Form and All Required Documents to:**

**WPC Pool Credit  
PO Box 308  
Huntsville AL 35804-0308**

**FAX: 256-883-3779**

A "RECEIVED" reply is sent back to your email address if an "electronic submission" is successfully received and viewed.

Please visit the City's official website for a new form and FAQs. Or call to have a current/new form mailed to you: 256-883-3719. Check Huntsville Utility Account/Bill for amount credited. *Thank You!*