



# UTILITY BILLING OFFICE

City Hall, 50 West 13th Street  
Dubuque, Iowa 52001  
563-589-4144

## REQUEST FOR REFUSE CREDIT

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

This is to verify that the residence at \_\_\_\_\_

has been or will be vacant from \_\_\_\_\_ to \_\_\_\_\_

Forwarding/Billing Address: \_\_\_\_\_

Reason for vacancy: \_\_\_\_\_

( i.e. vacant, remodel, damaged, for sale, snow-bird etc.)

**PLEASE NOTE:** This form needs to be completed **at** onset of vacancy. Credit will be issued **after** a property has been vacant for a period not less than two (2) consecutive months. Maximum credit per request is 12 months. This includes retroactive adjustment for two (2) consecutive months. **A billing address other than the service address must be provided in order to receive refuse credit. If an alternate billing address is not available, please provide an email in order to utilize e-billing to receive your utility bill via email.** There is no limit on the number of requests given per service address. Completion of this form does not guarantee a credit will be issued

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

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### FOR CITY USE ONLY

Received by: \_\_\_\_\_ Date received: \_\_\_\_\_

Property description: \_\_\_\_\_ Credit amount: \_\_\_\_\_

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