



## POOL FILL CREDIT REQUEST

City of Arcadia Utilities C/O FATHOM  
21410 N. 19<sup>th</sup> Ave, STE 201, Phoenix, AZ 85027  
Email: [Arcadia.support@gwfathom.com](mailto:Arcadia.support@gwfathom.com)  
Phone: 1.833.764.5238  
Fax: (623) 518-4100

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**Pool Fill Credit Eligibility:** The City of Arcadia allows a credit once per calendar year for a swimming pool that is fully emptied and re-filled. Adjustments are for wastewater only and do not apply to water consumption.

**Adjustment Policy:** All qualifying adjustments will be applied to the account as a credit. All requests must be submitted within 3 months of the billing date of the bill to be credited. Please return this completed application to FATHOM by email, mail or fax and allow 10 days from our receipt date for processing. Incomplete applications will be denied.

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**Service Address:** \_\_\_\_\_

**Account #:** \_\_\_\_\_ - \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

**Phone Number:** ( \_\_\_\_\_ ) \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Pool Fill Date:** \_\_\_\_\_

**Please Note:** Customers are advised to pay the total bill amount due while their adjustment is pending. Any unpaid amounts pending consideration of a pool fill credit will be treated in the same manner as all other unpaid balances. Reimbursement will occur only after a pool fill credit request has been granted.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

