



## Leak Adjustment Policy

The Coweta County Water & Sewerage Authority is committed to water conservation and encourages customers to do their part to reduce lost water by repairing leaks in a timely manner. In addition, there are significant costs in producing clean water and delivering it on a continuous basis to your home or business. The Coweta County Water & Sewerage Authority is responsible for providing water to its customers at each meter location and customers are responsible for properly maintaining their water system and any irrigation system connected to their side of the meter. The customer (account holder) is responsible for any water lost due to leaks or breakage of their lines. Coweta County Water & Sewerage Authority may grant a leak adjustment, at its sole discretion, subject to the following qualifications:

- Following notification by the Authority or detection by the customer, leaks **must be repaired within 10 calendar days** or any adjustment, granted at the Authority's sole discretion, will be forfeited.
- The leak causing the high consumption **must be repaired** and Authority technicians will confirm the repair.
- A request for a leak adjustment must be submitted to the Authority within 30 days of the notification by the Authority or the detection by the customer of the leak.
- **No leak adjustment will be given for any reason other than a leak.** As an example, events that do not qualify for a leak adjustment include but are not limited to; filling a pool, leaving a hose or faucet on or overuse of irrigation systems does not constitute a "leak" under terms of this policy.
- Customer must make a written request for a leak credit by fully completing the "Leak Adjustment Request" form (located at [www.cowetawater.com](http://www.cowetawater.com) – Customer Forms – Leak Adjustment Application). **Proof that the leak has been repaired must be provided in the form of a receipt for supplies purchased (if repaired by the customer) or from a licensed plumber.** No leak credit will be issued without the submission of all appropriate documentation.
- A prior leak adjustment must not have been granted during the past twelve (12) months. The 12 months starts over on the date the Authority verifies the leak is repaired.

- Customer's account at Coweta County Water & Sewerage Authority must be paid in full and in good standing.
- Customer must pay **at least** the average monthly payment while the leak adjustment is considered by the Authority.
- Adjustments will be applied towards a maximum of 2 consecutive bills that were affected by the leak which **must** include the date of repair.
- For instances where there are less than 3 months of billing history, the adjustment will be calculated from a base monthly average of 7000 gallons.

Abuse of this policy is strictly prohibited. Any customer abusing this policy will have their leak adjustment reduced and/or denied. The CEO of the Authority retains final discretion on all leak adjustments.