

# NEWTON COUNTY WATER & SEWERAGE AUTHORITY (NCWSA)

## LEAK ADJUSTMENT POLICY

Established: April 1, 2008 / Revised: December 21, 2022

### Purpose

This policy establishes guidelines for leak adjustments on customer water and/or sewer bills due to leaks occurring on the customer's side of the NCWSA meter. While customers are fully responsible for all water usage from the meter to and within their home, NCWSA recognizes the importance of efficient water resource management and seeks to assist customers facing unexpected high bills due to leaks.

### Eligibility for Adjustment

A leak adjustment may be considered if:

- The leak occurred on the customer's side of the meter (anywhere between the meter to the home, or within the home).
- The leak is **fully repaired** before submitting documentation.
- The customer provides all required documentation, which includes a completed Leak Adjustment Form (available online at [www.ncwsa.us](http://www.ncwsa.us) or in our office) and a repair or service bill showing the leak was repaired.

### How to Submit Documentation

Customers may submit the required paperwork to the Billing Department by way of: Email to: [info@ncwsa.us](mailto:info@ncwsa.us), Fax: 770-385-3966, Mail or in person to: NCWSA 11325 Brown Bridge Rd. Covington, GA 30016

### Adjustment Terms

- No more than **two (2) leak adjustments** may be granted per 12-month period.
- NCWSA will adjust only the two highest consecutive months of usage related to the leak. **The total amount billed when the leak occurred is not reimbursed; it is a partial adjustment at a discounted rate.** If the leak occurred on the customer's side of the meter (anywhere between the meter to the home or within the home), only the water portion of the bill will be adjusted because the sewer had to be treated. If the leak occurred outside the home and the customer has NCWSA sewer, the sewer will be adjusted back down to the customer's average at no discounted rate.
- Adjustments may take up to two months to process, or longer if the customer has no prior usage history.

### Customer Responsibilities During Review

- No penalties will be assessed while the account is under review for a leak adjustment.
- To maintain the account in good standing, the customer must make minimum monthly payments equal to their 12-month billing average while the account is under review.

### Final Balance and Additional Time

- Once the adjustment is finalized, the credit will be applied to the customer's account.
- Customers should check their monthly bill for confirmation of the adjustment.
- Any remaining balance must be paid by the due date to avoid penalties.
- If more time is needed to pay the adjusted balance, customers should contact NCWSA at 770-787-1375 to discuss available options.

### Policy Discretion

Leak adjustments are a courtesy extended by NCWSA to assist with high bills due to unforeseen leaks. NCWSA reserves the right to deny any request if submitted documentation is deemed incomplete, inaccurate, or not indicative of a legitimate leak repair.