**LEAK ADJUSTMENT POLICY**

**ESTABLISHED APRIL 1, 2008**

If a leak occurs on the residence side of the meter (anywhere from the meter to the home, or inside the home itself), a possible leak adjustment can be given.

Necessary paperwork includes a receipt, or repair bill showing that the leak was fixed accompanied by a Leak Adjustment Request Form that you can find at our office, or on our website. This paperwork can be forwarded to the Billing Supervisor by way of Customer Service, Fax (770-385-3966), Mail (11325 Brown Bridge Rd Covington, GA 30016) or Email at info@ncwsa.us.

**If you fail to provide a repair bill, you will not qualify for a leak adjustment.**

Leak adjustments take a minimum of two months to complete (maybe longer if it is new service and there is no history) and NCWSA only adjusts for the two highest months involved in the leak.

During the period that the account is being reviewed, no penalties will accrue on the account; however, **monthly payments** arerequired to keep the account in good standing.

Customers will receive a discounted rate (currently $3.06 per thousand) for any water used over their twelve-month average prior to when the leak occurred.

If the leak occurred outside the home and the customer is on county sewer, we will adjust the sewer portion back down to an average (no discounted rate is given). If the customer is on county sewer and the leak occurred inside the home, no sewer adjustment can be given because that water had to be treated.

Once the leak adjustment has been figured, the adjustment will be applied to the customer’s account and a letter will be mailed to the customer explaining how much of an adjustment was given. Any remaining balance will be subject to accrue penalties if no paid by the current due date.