

NEWTON COUNTY WATER & SEWERAGE AUTHORITY (NCWSA)
LEAK ADJUSTMENT POLICY
ESTABLISHED APRIL 1, 2008
REV. DECEMBER 21, 2022

The customer is responsible for all costs associated with leaks from the NCWSA meter to the residence and inside the customer's residence. However, NCWSA has an interest in efficient management of water and sewer resources and recognizes that leaks can result in unexpectedly high bills for customers. Therefore, NCWSA hereby adopts a policy to incentivize customers to address quickly and completely any and all leaks. 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 adjustment can be given. A "leak adjustment" is a discounted rate for water or sewer charges due to a leak on the customer's portion of the water and sewer system. Leak adjustments are considered on a case-by-case basis.

A leak **must** be completely repaired before submitting the necessary paperwork to apply for an adjustment. The necessary paperwork includes a receipt, or repair bill showing that the leak was fixed, accompanied by a Leak Adjustment Form that you can find at our office, or on our website at www.ncwsa.us. This paperwork can be forwarded to the Billing Department by way of: Email at info@ncwsa.us, Fax# 770-385-3966, Mail to: 11325 Brown Bridge Rd Covington, GA 30016, or Customer Service.

You must provide both the Leak Adjustment form and repair bill/receipt(s) to qualify for a leak adjustment.

No customer shall receive more than two (2) leak adjustments during a twelve-month period. Leak adjustments can take up to two months to complete or longer if it is new service and there is no usage history. NCWSA only adjusts for the two highest consecutive months involved in the leak. The total amount billed when the leak occurred is not reimbursed; it is a partial adjustment at a discounted rate. Customers will receive a discounted rate on the two bills that are taken into consideration for the leak adjustment. During the period that the account is being reviewed, no penalties will accrue on the account; however, to keep the account in good standing a monthly minimum payment equal to the customer's twelve-month bill average is required.

If the leak occurred outside the home and the customer is on NCWSA's sewer, we will adjust the sewer portion back down to an average (no discounted rate is given). If the customer is on NCWSA's 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 credit will be applied to the customer's account. Please refer to your bill for any adjustments that have been made. Any remaining balance will be subject to penalties if not paid by the current due date. If additional time is needed to pay off the balance, please contact our office at 770-787-1375.

Leak Adjustments are a courtesy extended to you, the customer, to assist with high bills; however, it is at the discretion of NCWSA to deny any paperwork submitted that is deemed not legitimate leak repairs.