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POLICY: RESIDENTIAL WATER LEAK POLICY

PURPOSE

This policy provides guidance and repair expectations for customers who utilize county water services. It also provides guidelines for staff to consider when evaluating account holder requests for billing adjustments to water use charges where a leak exists in the water system on the property side of the meter.

REQUIREMENTS

An adjustment may occur only after all leaks have been repaired and the repairs verified with a field check of the meter by White County Water Authority. A second meter reading may be required in order to verify whether leaks have been repaired and usage has returned to normal.

Reasonable efforts to locate the leak and initiate repairs must be taken within 30 days of the county's or the customer's initial notification of increased usage. Notification to the customer may take the form of a billing statement, a postcard delivered to the owner or occupant, a courtesy phone call or a notice left at the property. Notification to White County Water Authority may be in the form of phone conversation, a written letter or by email (customerservice@whitecountywater.org).

Repairs must be completed within 30 days after the customer was notified of the increased usage. Exceptions may be considered for extraordinary circumstances.

An adjustment will be for only one billing period.

GUIDELINES FOR WATER BILLING ADJUSTMENTS

An account may receive one leak adjustment covering one billing cycle only.

Water loss due to a leak on the property owner side of the meter can be adjusted based upon the water usage during the same time period of the previous year. If no history is available, the White County Water Authority will obtain meter readings to project normal usage. If a projection is not possible, the White County Water Authority will use class averages to bill the account.

Water adjustment can only be for water loss from customer's side of the meter. Anything inside the house is considered household maintenance issues.

Water loss due to theft, vandalism or construction damage is not covered under this policy. Resolving these issues is the responsibility of the account holder or property owner.

I, _____, have received a copy of the
Customer's Signature Date
water leak adjustment policy.