



CHEROKEE COUNTY WATER & SEWERAGE AUTHORITY
LEAK ADJUSTMENT REQUEST FORM



As a courtesy to its customers, CCWSA may, upon request and subject to the policy outlined below, adjust customer billing for leaks that occurred on the customer's side of the meter.

LEAK ADJUSTMENT POLICY – Effective 9/25/17

What – A leak is considered an unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer's residence or non-residential site that results in a customer's bill being higher than the customer's typical bill for water services.

How – Customer applies for help by means of a standard form available on our website and/or at Customer Service. Customer must show sufficient (determination of the Customer Service Manager) proof of leak repair.

Timeliness On The Part Of The Customer – The customer must apply for leak help within 90 days of the customer's identification and repair of a leak to be eligible for leak help.

How Much – Customer can receive help on a high water bill due to a leak on the customer's side of the meter no more than once within a rolling 12-month period (rolling 1-year timeframe starting from the date of last leak help the customer received). Leak help means that the water volume above the customer's average bill (12 month average or average of all bills for those who have been customers less than 12 months) will be charged at the wholesale rate. In the event that a leak appears to have impacted the billing for two consecutive months, both months may be considered.

Customer Payment Accommodation – Customers who receive leak help may receive (at the discretion of the Customer Service Manager) an extended payment period over which to complete paying for the leak-caused bill. A customer cannot receive any help for a new leak until and unless an extended payment bill has been paid in full.

Customers On Public Sewer – Customers on public sewer service who receive leak help may receive forgiveness of sewer charges in excess of the customer's average bill (12 month average or average of all bills for those who have been customers less than 12 months) if the customer demonstrates (determination of the Customer Service Manager) that the water from the leak did not enter the sewer system.

Pool Repair: Pool repair shall qualify as a leak. Filling of a new pool (construction) shall not qualify as a leak.

Final Decision On Leak Help – This represents the whole and complete leak help policy of the Board of Directors of the Cherokee County Water & Sewerage Authority. The decision of the Customer Service Manager regarding leak help is final. Any customer who feels aggrieved by this policy may seek a hearing before the Board to present perceived policy inadequacies.

CUSTOMER INFORMATION

Name: _____ Account #: _____ Telephone: _____

Service Address: _____

Date Detected: _____ Date Repaired: _____ Leak Location: _____

Please complete this request form and return it to CCWSA. Include a copy of your water bill and proof of repair (i.e., an itemized plumber's receipt, sales receipt of purchased items to make repairs, receipt of rental equipment for repairs, or pictures verifying the leak and repairs). You will be notified of the amount of the adjustments made and any remaining balance due or credit on your account.

I certify that the above information is true and accurate to the best of my knowledge, and I do hereby request an adjustment to my water bill under the provisions of the CCWSA Leak Adjustment Policy.

Customer Signature: _____ Date: _____ Email: _____

Please Return To:
CCWSA Attn: Leak Adjustment
P.O. Box 5000 Canton, GA 30114
Or Email to: leakadjustment@ccwsa.com

Accounts take up to 1-2 business days for review after receipt of the required documents.