



For Office Use Only:
Billing Cycle _____
Date Rec'd _____
Date Entered _____
By: _____

Water and/or Sewer Leak Adjustment Request Form

In the event a customer receives an abnormally high billing as a result of a loss caused by leak, a Courtesy Leak Adjustment may be granted on up to two bills impacted once a repair is made.

Type of Leak: Toilet Outside Lateral Irrigation Inside/Other

Date:	Account Number:
Customer Name:	Date Leak Detected:
Contact Phone Number:	Date Leak Repaired:
Service Address:	First Bill Date Reflecting Leak:

To be considered for a leak adjustment, you must meet and provide all the criteria listed in our leak adjustment policy. By initialing and signing below, you acknowledge that you have read the policy, meet the criteria, and have included the indicated documents.

Failure to adhere to this policy and provide the items requested will result in the denial of your leak adjustment request. Partially completed requests will be denied.

Upon the completion of our review, the outcome of your request will sent by mail. Submittal of a leak adjustment request does not exempt you from payment. Please continue to pay your water and/or sewer bill by the due date. If you are unable to pay your account in full, it is your responsibility to contact our office, prior to your due date, so that you may discuss a special payment arrangement with our customer service staff. Failure to do so may result in penalties and/or an interruption in your service.

_____ I have read and understand the City of Savannah's leak adjustment policy.

_____ I have included all of the needed documentation as listed/required.

_____ I acknowledge that I meet all the criteria listed/required.

Signature: _____ Date: _____

Please mail or fax your completed form and supporting documents to:

City of Savannah – Utility Services
 Attn: Leak Adjustment
 P.O. Box 1968
 Savannah, GA 31402

Phone: (912) 651-6460
 Fax: (912) 650-7892

PLEASE ATTACH COPY OF REPAIR INVOICE/RECEIPT FOR REPAIR PARTS

Water and/or Sewer Leak Adjustment Policy

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 by contacting Customer Service. Customer must show sufficient proof of leak repair, as described in the criteria.

Criteria – When the leak occurs on the customer’s side of the meter (beyond the point of maintenance by the Water & Sewer Department) a customer may be eligible for a billing adjustment if all of the following threshold criteria are met:

1. All Leak Adjustment Request forms shall include a repair invoice, receipt for repair parts or written statement which explains the leak and repair in detail;
2. All Leak Adjustment Requests must be submitted to Utility Services within in ninety (90) days of the customer’s identification and repair of a leak;
3. Leak Adjustments are limited to two (2) billing adjustments (one per bill issued) within a twelve (12) month period

Customers can receive help on a high water bill due to a leak on the customer’s side of the meter no more than twice within a rolling 12-month period (rolling 1-year timeframe starting from the date of last leak help the customer received).

In the event that a leak appears to have impacted the billing for two consecutive bills, both bills may be considered.

Adjustment Calculation-Utility Services calculates all leak adjustments in the following manner:

- a. The customer’s normal water and/or sewer consumption is calculated based on the average of the most comparable two years (“Normal Usage”). Provided further, that where the customer has less than a year of water consumption, Utility Services may calculate the Normal Usage based on the greater applicable number of months or using other criteria to reasonably determine normal usage.
- b. The difference in water and sewer usage charges between the high bill and calculated Normal Usage is considered “Excess” and is the amount considered for leak adjustment.

LEAK ADJUSTMENT SLIDING SCALE	
Water &/or Sewer Bill Portion	Adjust Excess
Less than 2 times normal	50%
> 2 but less than 3 times normal	60%
> 3 but less than 4 times normal	70%
4 times and over	80%

Customer Payment Accommodation – Customers who receive leak help may receive 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.

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

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