



## Leak Adjustment Policy

December 20, 2013

### Purpose:

To establish standard procedure for water and sewer billing adjustments for repaired leaks.

### Definitions:

**Leak:** To permit the escape of water caused by a fracture or break in the water service line or a flaw in the home water fixtures (broken pipe, dripping faucet, leaking toilet, etc.).

**Leakage Index:** The hourly amount of water lost (in gallons) as a result of a leak.

### General:

With the introduction of the new FlexNet system, the City of Roswell is capable of viewing the consumer's water consumption on an hourly basis when there is a reason to do so, such as a signal of constant consumption greater than five (5) gallons per hour. With this system the City of Roswell can determine with greater accuracy the amount of water that passes through a meter when a customer has a leak. It is important to note that all water leaks and the associated repairs on the customer's side of the meter are the sole responsibility of the customer. The City of Roswell is not responsible to notify customers of leaks; but the City tries to identify them as early as possible to reduce wasted water and save money for our customers. The FlexNet system is used as a tool to more accurately account for water usage. All delinquent accounts for the subject property and/or account holder must be paid in full prior to a leak adjustment request.

### Criteria for Leak Adjustment if Notified by the City of Roswell:

- When a property is found to have constant consumption for a minimum of 72 hours and has reached 5 gallons per hour, the customer is provided with written notification. A 2nd notification will be issued if the constant consumption persists for greater than 14 calendar days after the initial notification.
- If the customer determines the constant consumption is caused by a leak, the customer will have up to 14 calendar days from the date of the first written notification to correct the leak if a fee adjustment is sought.
  - Water usage after the initial 14 calendar days will be the responsibility of the customer and will not be considered for an adjustment

### Required Documents for Leak Adjustments:

- When a leak has been repaired, the customer has up to 30 calendar days from the date the leak was repaired to present to the City of Roswell's Finance Department the Leak Adjustment Request Form and one of the following documents:
  - If repaired by plumber = the original plumber statement of repairs
  - If repaired by customer = the original receipt of material purchased to make the repair.

### Types of excessive water usage by a customer, which will not qualify to be eligible for a leak adjustment include, but not limited to, the following:

- Pressure washing (houses/driveways, etc.),
- Filling of pool/pond
- Lawn irrigation

### City of Roswell Procedure for Determining the Leak Adjustment Amount:

- Once the Leak Adjustment Request form is submitted to The City of Roswell's Finance Department, the customer's account will be reviewed via FlexNet to determine the leakage index and when the leak began.
- Water Adjustment
  - Constant consumption caused by a leak, not the fault of the City of Roswell, is to be adjusted by one half the amount of the leakage index from the beginning of the leak to 14 calendar days after the initial constant consumption notification was issued.
- Sewer Adjustment
  - Constant consumption caused by a water leak, not the fault of the City of Roswell that flows into the sewer line, is to be adjusted by one half the amount of the leakage index from the beginning of the leak to 14 calendar days after the initial constant consumption notification was issued.
  - Constant consumption caused by a water leak, not the fault of the City of Roswell that does not flow into the sewer line, is to be adjusted by the amount of the leakage index from the beginning of the leak to 14 calendar days after the first constant consumption notification was issued.



City of Roswell | Financial Services Division  
38 Hill Street, Suite 210, Roswell, GA 30075  
[FSD@roswellgov.com](mailto:FSD@roswellgov.com) | 770-641-3759 | [www.roswellgov.com](http://www.roswellgov.com)

## Leak Adjustment Request Form

Revised October 31, 2017

**Customer to Complete within 30 Days after Leak Repair**  
Please Print

Account Number: \_\_\_\_\_ Daytime Number: \_\_\_\_\_

Name as it appears on Account: \_\_\_\_\_

Service Address: \_\_\_\_\_

Describe your leak problem (plumber's invoice or receipts of materials used to repair leak must be attached for approval):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date leak was repaired: \_\_\_\_/\_\_\_\_/\_\_\_\_

Was the leak repaired within the last 30 calendar days? \_\_\_\_\_ (if No, your request will **not** be processed)

Do you have your receipts attached? \_\_\_\_\_ (if No, your request will **not** be processed)

Signature of Customer \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### Internal Use Only

Leak Dates: \_\_\_\_/\_\_\_\_/\_\_\_\_ thru \_\_\_\_/\_\_\_\_/\_\_\_\_

Leak Consumption = \_\_\_\_\_ gallons      Water = \$ \_\_\_\_\_      Sewer = \$ \_\_\_\_\_

Water Adjustment = \$ \_\_\_\_\_      Sewer Adjustment = \$ \_\_\_\_\_

Total Adjustment = \$ \_\_\_\_\_      Balance due = \$ \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_