



Leak or Pool Adjustment Request Form

940 South Main Street - Conyers, GA 30012

P.O. Box 1378 - Conyers, GA 30012

Phone: 770.278.7400 Fax: 770.918.6514

Email: leakadjustments@rockdalecountyga.gov

Rockdale Water Resources

Date Submitted:	District#	Account#:
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If a multi meter location indicate meter#

Customer Name:	Phone#:
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Service Address:

*Mailing Address:

If difference than service address

Leak Adjustment

Date leak was observed:
Where the leak occurred (Please circle one): Inside Home / Outside Home
Please attach any repair receipts. <i>If none have been provided advise why:</i>

Location details (i.e. near meter, toilet, yard, wall etc.): _____

Pool

Date pool was filled:
_____ Meter read prior to filling + _____ Meter read after filling
_____ = Total gallons used

I am requesting and adjustment to my utility bill due to a water leak or pool fill.

Customer Signature _____ Date Submitted to RWR _____

Requests must be received within 6 months of the repair date or date observed whichever is earliest.

If approved you will see a credit applied to an upcoming statement, If is denied you will be advised in writing.

To be completed Admin Dept.	W / S	Repair Date:
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R1 Date:	KGAL:	R2 Date:	KGAL:
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Late Fee 1: \$	Late Fee 2: \$
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Res / Non-Res

LEAK ADJUSTMENT PROCEDURE

1. Please complete a *Rockdale Water Leak Form* and attach any receipts for possible adjustment.
2. To assure water usage has returned to normal, a leak adjustment may take up to 3 months. Providing you qualify for a leak adjustment you will receive credit to your account.
3. The 2 most recent high bills will be adjusted - regardless of the duration of the leak.
4. Please understand that a leak adjustment is a courtesy extended to you to assist with high leak bills, however, if you have a balance prior to the leak period you are required to pay that amount in full.
5. To ensure the progression of your leak adjustment, it is imperative to continue to make monthly payments. Failure to do so may delay the process or deny the adjustment for non-payment.
6. If no payment has been made to the account, the leak adjustment will be placed on hold until payment has been received.
7. The status of the leak adjustment will be mailed to you in the form of a letter from the Billing Department. If a balance remains, please contact Customer Service at (770) 278-7400 to discuss payment options and to avoid a disruption of services.

Example: based on current County ordinance – Section 98-266 Ord. No. 2007-29,3,12-20-2007 C-1

- If your normal usage is 10k gallons per month
- Your high usage is 15K gallons per month
- Your actual adjustment is based on the average of 5K gallons – using one-half of the overage to calculate the adjustment = 2.5k gallons based on current water/sewer rates.

Rockdale Water Resources Contact Information

Customer Service phone: 770-278-7400

Customer Service fax: 770-918-6514

Email your Leak Adjustment Form and Information to:

leakadjustments@rockdalecountyga.gov