

Residential Water Leak Adjustment Policy

Dear Customer,

“An adjustment of charges exceeding a billing cycle annual average consumption caused by a leak or broken water pipe will be adjusted to 50%. The 50% adjustment will not be made lower than the average water bill of the customer. In the case of the bill being \$400 or more an adjustment will be made, making your bill \$200. This bill will not be reduced any lower than \$200. The leak must be promptly repaired and any requested adjustments must be submitted within 30 days after the end of the billing cycle in which the leak was repaired.”

By applying for this adjustment the Public Works representative has the right of access and inspection to determine that the leak was repaired. This is a ONE TIME ADJUSTMENT per 12 month period at the discretion of the Public Works Director. If you have any further questions, please call our office at 803-739-1711 or 803-874-2679.

In order to process your leak request in a timely manner, we have devised a checklist for you. IF NOT COMPLETED IN FULL, YOUR REQUEST WILL BE RETURNED TO YOU.

- Name & Account number _____
- Property address _____
- Are you the property owner? Yes ____ No ____
- If not, have you notified the owner? _____
- **Date you became aware of the leak** _____
- **Date the leak was repaired** _____
- Attach a copy of repair invoices or receipts.
- Attach a letter of explanation if repairs made by yourself.
- Provide the **exact location** of the leak by drawing a pencil sketch on the back of this paper.

Signature _____ Phone # _____

Owner/Property manager's signature _____ Phone # _____

Sincerely,

Public Works Director
Woody Rucker

For Office Use Only

Date adjustment made: _____ Authorization Signature _____

Comments: _____
