

## WATER-SEWER-SANITATION DEPARTMENT

151 Elizabeth Street, Canton, Georgia 30114

Phone (770) 704-1500 Fax: (770) 704-6914

### Leak Adjustment Policy

1. The customer must complete and submit a written "Request for Adjustment Form (RAF) to a representative of the Water-Sewer Billing Department, City of Canton within thirty (30) days of the repair of leak.
2. If the RAF is not completed in its entirety and necessary documentation is not submitted, the adjustment will be denied.
3. A receipt showing plumbing repairs and/or written statement explaining in detail the repair work that has been completed will be required.
4. It is the policy of the City of Canton that only one (1) leak adjustment will be allowed in a twelve (12) month period; however, the City Manager or designee upon receipt of substantiating justification may authorize additional adjustments.
5. For both residential and commercial consumers, The City of Canton will use a twelve (12) month water consumption history in order to determine the average monthly consumption. The average monthly consumption will be doubled to obtain the usage for which the customer is required to pay. Double the monthly average will be subtracted from the requested month leak consumption to determine the eligible leak adjustment. If there is less than twelve (12) months consumption history an estimated average consumption will be calculated by using 3000 gallons per person multiplied by the number of household members. This estimated double month of consumption will be subtracted from the requested month leak consumption to determine the eligible leak adjustment. No adjustment will be made for any leak where the eligible leak adjustment is for 500 gallons or less.
6. In no situations will the consumption from a month in which a leak adjustment was made be used to determine the calculation of a new leak adjustment.
7. When a customer is requesting an adjustment and the eligible leak adjustment is not in excess of 50,000 gallons, an adjustment can be authorized by a Water-Sewer Billing Department Manager. If the eligible leak adjustment is in excess of 50,000 gallons, only the City Manager may authorize an adjustment.
8. When a customer is requesting an adjustment for sewer charges due to filling a swimming pool, pressure washing, etc., the customer must notify the City of Canton prior to the start and upon completion of this non-normal consumption. The City must obtain a meter reading before the start of the project and the

day the project is completed so that an accurate adjustment can be determined. Failure to notify the City of the beginning and ending of the project will invalidate any request for credit.

9. If the leak adjustment can be authorized by the Water-Sewer Billing Department Manager, the customer's bill can be adjusted by the eligible gross consumption amount. If the adjustment is greater than the authorization level of the Water-Sewer Billing Department Manager and requires authorization of the City Manager, each customer's request will be handled on an individual basis by the City Manager or his designee.
10. Large consumption volume customers should be trained on how to read the meters; and because water is an expensive commodity to them, they should be responsible for identifying leaks as soon as possible. Identification of individual consumer responsibility for catching leaks early will limit large losses.

RESIDENTIAL & COMMERCIAL

	Average Monthly Consumption	_____	<u>Less Than 12 Months History</u>
Add	Average Monthly Consumption	_____	(Household Residents) X (3000 gallons)
Equals	Double Monthly Consumption	_____	Equals Double Monthly Consumption _____
	Requested Leak Month Consumption	_____	
Subtract	Double Monthly Consumption	_____	(Customer Required To Pay)
Equals	Eligible Leak Adjustment	_____	(Credit Usage Allowed)

NOTE: If Eligible Leak Adjustment is 500 gallons or less no adjustment will be made.

*Approved by Council 04.19.12*