



CLAY COUNTY WATER & SEWER DISTRICT LEAK ADJUSTMENT REQUEST FORM

As a courtesy to its customers, CCW&SD may, upon request and subject to the policy outlined below, adjust customer billing for leaks that occurred on the customer's side of the meter.

LEAK ADJUSTMENT POLICY

What – 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 calls the office for a form to be emailed/mailed. Customer must show sufficient (determination of the Director) proof of leak repair.

Timeliness On The Part Of The Customer – The customer must apply for leak help within 30 days of customer's identification and a repair of a leak as evidenced by repair receipt, etc., to be eligible for leak help.

How Much – Customer can receive help on a high water bill due to a leak on the customer's side of the meter no more than once within a rolling 36-month period (rolling 3-year timeframe starting from the date of last leak help the customer received). Leak help means that the water volume above the customer's average bill (12 months average or average of all bills for those who have been customers less than 12 months) will be charged highest previous bill. A customer cannot receive any help for a leak until and unless all previous accounts are current and paid in full. Leak adjustment will not exceed \$1,000.00. In order to be eligible for relief provided by this policy, the customer's water usage in a single billing cycle must exceed the average bill by at least twice.

Customer Payment Accommodation – Any leak occurring within the 36 months (3-year) period will be the sole responsibility of the customer and any resulting leak amount will be assumed by the customer. At the discretion of the Director a customer may receive help in the form of a payment plan in which to complete paying for the leak caused bill. Prepayment agreement becomes void if customer fails to comply with terms as agreed (should not exceed next 3 billing cycles). Current charges billed must be paid without exception.

Customers On Public Sewer – Customers on public sewer service who receive leak help may receive forgiveness of sewer charges in excess of the customer's average bill (12 month average or average of all bills for those who have been customers less than 12 months) if the customer demonstrates (determination of the Director) that the water from the leak did not enter the sewer system.

Pool Repair – Pool repair and Filling of a new pool (construction) shall not qualify as a leak. However, customer's filling a pool will be given a yearly credit of \$50.00.

Final Decision On Leak Help – This represents the whole and complete leak help policy of the Board of Directors for the Clay County Water & Sewer District. The decision of the Director regarding any leak help is final. Any customer who feels aggrieved by this policy may seek a hearing before the Board to present perceived inadequacies.

(COMPLETE CUSTOMER INFORMATION ON BACKSIDE / NEXT PAGE)



CUSTOMER INFORMATION

Name: _____ Acct #: _____ Telephone: _____

Service Address: _____

Date Detected: _____ Receipt Date: _____ Leak Location: _____

Please complete this request form and return it to CCW&SD. Include a copy of your water bill and proof of repair. (ie., an itemized plumber's receipt, sales receipt of purchased items to make repairs, receipt of rental equipment for repairs, or pictures verifying the leak and repairs). You will be notified of the amount of the adjustments made and remaining balance or credit on your account.

I certify that the above information is true and accurate to the best of my knowledge, and I do hereby request an adjustment to my water bill under the provisions of the CCW&SD Leak Adjustment Policy.

Customer Signature: _____

Date: _____

Email Address: _____

Please Return To:
Clay County Water & Sewer District
Attn: Leak Adjustment
P.O. Box 838, Hayesville, NC 28904

Accounts take up to 1-2 business days for review after receipt of the required documents.