

Steve Quinn
Mayor



Council Members

Priscilla A. Murphy
City Manager

Malcolm Gramley
Jon Howell
Steve Kinney
Don E. Kupis
Mark Mobley

Water Leak Adjustment Policy

In order to promote good water stewardship by its customers, adjustments for water leaks shall only be granted for documented water service leaks that occur between the water meter and the customer's structure. Leak adjustments will not be granted for leaks associated with internal plumbing and plumbing fixtures, i.e. toilets, washing machines, dish washers, refrigerators, water heaters, etc. Any leak adjustment shall not exceed \$75.00 per calendar year. Irrigation system leaks do not qualify for leak adjustments. (City of Jefferson Code of Ordinances- Sec. 54-63, Adopted by Council December 18, 2017. Effective March 1, 2018)

All leak repairs must be documented with repair bill and photographs.

A leak adjustment will only be given for one billing cycle. The cost for any water leak lasting greater than one billing cycle shall be the responsibility of the customer.

The City of Jefferson Water department may authorize the need to adjust a customer's utility bill when there has been a proven qualifying leak

The City of Jefferson shall not be required to make adjustments to any bill not disputed within thirty (30) days from the billing date. An adjustment will only be made for one billing cycle. In the event a leak extends into a second billing cycle, the higher of the two bills will be adjusted.

The City of Jefferson is under no obligation to extend the disconnect or due date for bills when a customer disputes the charges.

All requests for billing adjustments must be received in writing at the City of Jefferson Water Department during regular business hours. The completed Adjustment Request Form (provided by the city) is necessary for all adjustments. All leak repairs must be documented with repair bill, parts receipts, and photographs.

City Hall
147 Athens Street
Jefferson, GA 30549



(706)367-5121
(706)367-7207
Fax: (706)367-5134
www.cityofjeffersonga.com



City of Jefferson Leak Adjustment Request Form

Office Use Only:

Approved: _____ Denied: _____

By: _____

Date: _____

In order to promote good water stewardship by its customers, the City of Jefferson allows adjustments for documented water service leaks that occur between the water meter and the customer's structure.

Leak adjustments will not be granted for leaks associated with internal plumbing and plumbing fixtures, i.e. toilets, washing machines, dish washers, refrigerators, water heaters, etc. Any leak adjustment shall not exceed \$75.00 per calendar year. Irrigation system leaks do not qualify for leak adjustments. All leak repairs must be documented with repair bill and photographs. A leak adjustment will only be given for one billing cycle. The cost for any water leak lasting greater than one billing cycle shall be the responsibility of the customer. (City of Jefferson Code of Ordinances- Sec. 54-63, Adopted by Council December 18, 2017)

Account No.: _____ Daytime Phone No: _____

Service Address: _____

Name: _____

- The customer's prior 12-month average water usage will be compared to the customer's water usage during the leak period to determine excessive water usage to be adjusted.
- Leak Adjustment is not to exceed \$75.00 for water.
- If applicable, Sewer adjustments will be determined by a 12-month average and will be adjusted down to that average.
- Customer must submit a copy of the repair invoice from the company who performed the repair work. If self repaired, the customer must submit receipts for parts purchased for repair.
- Photographs of the leak/repairs must be presented.
- All customers requesting a Leak Adjustment in accordance with the guidelines on this request form, are required to pay their bill in full or make payment arrangements while this form is being processed.
- In all cases, the City of Jefferson retains the right to make field verifications before approving leak adjustments.
- You will be notified within 30 days from the date of the request as to the final status of your request. (Approved/Denied)
- Request must be submitted within 30 days of the leak to: **1048 Washington Street, Jefferson, GA 30549**

Date Leak Detected: _____ Date Leak Repaired: _____

** Please provide a brief explanation of repairs and type of leak on the customer's side of the meter**

By signing this request, you acknowledge and agree to all stipulations of the request. You have presented all facts in this document that are true and correct. Making false statements on this government record is subject to criminal prosecution. You acknowledge that if any required documents are not presented, your leak adjustment request will be denied. You certify that this request/application and attached documents contain no false statements.

Signature: _____

Date: _____

Steve Quinn
Mayor



Council Members

Priscilla A. Murphy
City Manager

Malcolm Gramley
Jon Howell
Steve Kinney
Don E. Kupis
Mark Mobley

Payment Arrangement

All past due balances are required to be paid in full before a Payment Arrangement can be made.

Date: _____

Name: _____

Address: _____

The following payment plan will be allowed:

- \$100-\$499 3 Months
- \$500 - \$999 6 Months
- \$1000 + 9 Months

I _____, agree to make monthly payments in the amount of \$ _____ plus my current bill on or before the 15TH of each month for a period of _____ months at which time this arrangement will expire. First payment due _____.

If this payment arrangement is not followed then I acknowledge that my water service will be dis-connected and the entire balance immediately becomes due.

Signature

Date

City Hall
147 Athens Street
Jefferson, GA 30549



(706)367-5121
(706)367-7207
Fax: (706)367-5134
www.cityofjeffersonga.com