

# Bartow County Water Leak Adjustment Policy

**Bartow County Water is changing our leak adjustment policy effective August 1, 2018.**

The following are the qualifications for leak adjustments:

1. It is the customer's responsibility to keep his plumbing system in good working order.
2. No customer shall receive more than one leak adjustment that could incorporate a maximum of two billing cycles during any Twelve (12) month period.
3. In order to qualify for a leak adjustment, the eligible plumbing leak must generate a minimum additional charge of two (2) times the average of the 12 month bill.
4. Adjustments on water bills will NOT be made on the following:
  - a. Residential customers who do not have their own water meter.
  - b. Premises left or abandoned without reasonable care for the plumbing system.
  - c. Leaks on irrigation systems or irrigation lines, leaks in water features such as fountains, etc.,
  - d. Dripping faucets or negligent acts such as leaving water running.
  - e. Excess water charges not directly resulting from a qualifying plumbing leak.
  - f. Filling of swimming pools or leaks in swimming pools.
  - g. Watering of lawns or gardens.
5. The UTILITY shall not be obligated to make adjustments of any bills not submitted for adjustment within Sixty (60) days from the billing date.
6. Customers must present proof that a leak has been repaired before an adjustment will be made. (ie, copy of invoice for materials or bill from plumber)
7. In any case where a customer might incur a leak before there is three months of average usage, an adjustment will not be made until they have established three months of average usage.
8. Qualifying Residential Customers are those that have a meter size of 2 inches or smaller. This policy excludes without exception, multi-habitational/apartment complexes master metered accounts.

## Bartow County Water Leak Adjustment Policy

Any residential customer may decline to participate in our ServLine Leak Protection Program by call 888-977-9235. Any customer declining to participate in the program will be responsible for the full amount of their water bill with no adjustments being made. Our new Bartow County Water Department ServLine Program is the only way qualifying leak adjustments will be made for leaks occurring after August 1, 2018.

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Approved by:

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Date: