



Fannin County Water Authority

Date: 16 June 2023

To: Our Valued Customers

From: Fannin County Water Authority

RE: Residential Water Leak Policy

In keeping with the Fannin County Water Authority's ongoing commitment to its customers, the FCWA will commence a water leak policy commencing with the October 2023 billing cycle.

You will note a \$2.00 / month fee on your October 2023 billing statement and monthly thereafter. This fee will be utilized to provide an adjustment to your bill if you experience a water leak between your meter and your residence. Adjustment may occur once in each calendar year. An adjustment may occur after all leaks have been repaired and the repairs verified with a field check of the meter by the Fannin County Water Authority.

A copy of the Leak Repair Policy as well as the claim form are provided for your convenience. These documents will also be available on the Fannin County Water Authority's website.

In general, to qualify for an adjustment, you must:

1. Not have received an adjustment within the current calendar year;
2. Have a leak deemed undetectable by the homeowner; no adjustment will be granted for internal plumbing leaks which are deemed to be a household maintenance issues;
3. Have repaired the leak within 30 days of being notified of when the leak was discovered;
4. Provide proof of repair (receipts for the materials or service related to the repair).

The coverage for any customer is up to \$1000 in any one calendar year and for one billing cycle only per meter. Any amount that is over the \$1000 water leak adjustment benefit will be the responsibility of the customer.

This policy does not cover leaks or damage resulting from a leak within a building.

Thank you for being a valued customer of the Fannin County Water Authority.



Fannin County Water Authority RESIDENTIAL WATER LEAK POLICY

PURPOSE

This policy provides guidance and repair expectations for customers who utilize Fannin County Water Authority's water services. It also provides guidelines for staff to consider when evaluating an account holder's request for billing adjustments to water use charges where a leak exist in the water system on the customer's side of the meter, between the meter and the foundation of the residence or the foundation of a building on the customer's property which is serviced by water from the FCWA.

REQUIREMENTS

Adjustment may occur once in each calendar year. An adjustment may occur after all leaks have been repaired and the repairs verified with a field check of the meter by the Fannin County Water Authority. A 2nd reading may be required in order to verify leaks have been repaired, and usage has returned to normal.

Reasonable efforts to locate the leak and initiate repairs must be made within 30 days of the FCWA or the customers initial notification of increased usage. Notification to the customer may take the form of a billing statement, a note delivered to the owner or occupant, a courtesy phone call or email, or a notice left at the property. Notification to the Fannin County Water Authority may be in the form of a phone conversation, a written mailed communication or an email to fcwa@fannincountyga.org.

Fannin, County Water Authority provides one annual per owner adjustment to a customer's bills for qualifying outdoor water leaks.

To be eligible for an adjustment you must:

1. Not have received an adjustment within the current calendar year;
2. Have a leak deemed undetectable by the homeowner; no adjustment will be granted for internal plumbing leaks which are deemed to be a household maintenance issues;
3. Have repaired the leak within 30 days of being notified of when the leak was discovered;
4. Provide proof of repair (receipts for the materials or service related to the repair).

Important: please be aware that a leak can run into two different billing cycles. The Fannin County Water Authority will only adjust one bill at the customer's request. An adjustment is an annual benefit. If you request and receive an adjustment for a leak, large or small, you will not be eligible for another leak adjustment within the same calendar year.

All adjustment costs will be based on your average water bill; the amount that went through your water meter as a result of the water leak, the charge above your average water bill will be paid by the Fannin County Water Authority up to \$1000 in any one calendar year and for one billing cycle only. Any amount that is over the \$1000 water leak adjustment benefit will be the responsibility of the customer.

Customer Acknowledgment: _____ Date: _____ Account No. _____



FCWA

Fannin County Water Authority RESIDENTIAL WATER LEAK POLICY

Request for Water Leak Statement Adjustment

In order to process a request for adjustment to a statement due to a leak between the meter and the foundation of a residence, the following information is required:

Account Holder Name: _____ Acct No. _____

Service Address: _____

Mailing Address: _____

Daytime Phone Number: _____ Account Number: _____

Date the leak was first noted: _____

Date leak was repaired: _____

Was the leak between the meter and residence? ☐ Yes ☐ No.

Have you requested a leak adjustment in this calendar year? ☐ Yes ☐ No

Please provide receipts or other documentation as to completion of repair. This is a requirement to receive an adjustment.

If you are a tenant at this property, please provide the following:

Landlord Name: _____ Phone: _____

Landlord Address: _____

What is the amount of the statement for which you are seeking an adjustment? _____

Customer Acknowledgment: _____ Date: _____