

times the normal bill, the Director, or his designee, may provide an adjustment reducing the bill amount that is more than four (4) times the normal bill by seventy-five (75) percent. -The customer may pay the adjusted water and/or sewer bill in equal payments over a twelve (12) month billing period in addition to the regular applicable monthly billing. -No adjustments will be made to the portions of the bill representing the fixed charges, such as the Administrative or Debt Service charges.

An illustration: A customer's normal (variable) average water and/or sewer bill is \$50.00 and the customer receives an unusually high water bill for \$500.00 that is caused by undetected damage to the water service line. The adjusted bill amount would be \$275.00 ( $4 \times \$50.00 = \$200.00$ ;  $75\% \times \$300 = \$75.00$  for a total of \$275.00).

The Director's, or his designee's determination of eligibility for a leak adjustment is a final disposition of the matter; provided, however, any leak adjustment totaling \$2,000 or more shall be presented by the Director to the Commission for final determination.



### Instructions For Applying For a Leak Adjustment

If you have a leak on your property or receive an unusually high utility bill indicating a leak:

1. Call a Licensed Plumber and have the leak repaired promptly.
2. If your bill increases an excess of four times your average monthly consumption contact Customer Service at 912-261-7100 and report the leak within 60 days of the end of the billing period and request a leak adjustment packet.
3. Make sure you complete the Leak Adjustment Packet and enclose a copy of the paid invoice from the plumber that repaired the leak, then return it to the BG-JWSC, Attn: Adjustment Review Department.

### Helpful Tips to Remember

A customer may not receive an adjustment unless the customer has paid all outstanding water and sewer bills owed prior to the unusually high water bill.



Adjustments shall not apply to metered irrigation service.

Please Mail/Fax all correspondence to the following:

Brunswick-Glynn County  
Joint Water & Sewer Commission  
Attention: Adjustment Review  
1703 Gloucester Street  
Brunswick, Georgia 31520  
Fax: 912-261-7179

*Please allow 2-3 month's normal billing cycles for your request to be processed. However, you are responsible for paying your utility bill during this time.*



## Leak Adjustment Policy & Procedures



Brunswick-Glynn County Joint  
Water & Sewer Commission

# Leak Adjustments in Water & Sewer Billing



The Utility recognizes that occasionally water service lines may develop hidden leaks, leading to unusually high water bills. The utility encourages customers to make prompt and permanent repairs while showing consideration for unusual circumstances without burdening the Utility's other customers with the expenses of an individual customer's lost water. Accordingly, the Utility, under certain circumstances, provides customers the opportunity to request a leak adjustment in their water and/or sewer bill. ***This section shall not apply to metered irrigation service.***

For purposes of this section, the following definitions shall apply: **"Physical damage"** means damage to a facility or equipment supplying water to the premises and the damage:

- Is not detectable in the customer's premises except upon excavation or some other disturbance of the property; and
- Is not the result of an act of the customer, or of any agent or contractor hired by the customer

**"Unusually high water bill"** means a water and/or sewer bill for a particular month that reflects monthly water usage, in whatever units measured, that is at least two (2) times the customer's average monthly usage of the premises as measured during the previous twelve (12) monthly billing periods.

The customer retains control over the usage of water on the customer's premises, and as such, the customer is responsible for all the water passing through the meter, including water which may be lost or wasted through leaking pipes or fixtures on the premises. The customer is responsible for monitoring for unusually high water usage as reflected on the customer's bill. The customer must promptly investigate any unusually high water bills. *A customer is required to repair any water leak promptly, and the customer is responsible for all repair costs.*

A customer may seek an adjustment under this Ordinance to an unusually high water bill caused by physical damage to the customer's water service line. A customer may not receive an adjustment unless the customer has paid all outstanding water and sewer bills owed prior to the unusually high water bill.

A customer is not eligible for a leak adjustment to an unusually high water bill due to circumstances not caused by an undetected leak, leaks that should reasonably have been discovered, high usage caused by negligence or failure to properly maintain pools or water using/consuming items or usage from appliances whether or not operating properly.

A customer seeking a water bill adjustment must provide written notice to the Director, or

his designee, within sixty (60) days of the end of the billing period for which the adjustment is being requested. The written notice/request shall contain the following information:

- the name, address, and telephone number of the customer reporting the leak;
- a description of how the leak was discovered;
- the date the leak was discovered;
- the nature and location of the leak;
- the date the leak was repaired; and
- a description of the repair work completed.

The adjustment period for undetected leaks cannot exceed one regular meter reading period, unless (i) the meter reading was missed during the leak period, or (ii) the leak affected two connective bills.



If the Director, or his designee, determines, upon investigation, that a customer is eligible for a leak adjustment, the the Director, or his designee, is authorized to adjust the unusually high water bill as follows:

- The customer shall be responsible for an amount of the water and/or sewer bill equal to four (4) times the customer's average monthly consumption, as calculated by averaging the prior twelve (12) months bills before the leak, or any portion of the prior twelve (12) months if the customer has fewer than twelve (12) previous bills; plus an amount for the adjustments set forth below.
- For those amounts of the bill above four (4)

The Brunswick Glynn County Joint Water & Sewer Commission  
Leak Adjustments in Water and Sewer Billing

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(A) For purposes of this Section the following definitions shall apply:

(1) "Physical damage" means damage to a facility or equipment supplying water to the premises and the damage:

(A) is not visible or detectable in the customer's premises except upon excavation or some other disturbance of the property; and

(B) Is not the result of an act of the customer, or of any agent or contractor hired by the customer.

(2) "Unusually high water bill" means a water and/or sewer bill for a particular month that reflects monthly water usage, in whatever units measured, that is at least two (2) times the customer's average monthly usage of the premises as measured during the previous twelve (12) monthly billing periods.

(B) The customer retains control over the use of water on the customer's premises, and as such, the customer is responsible for all the water passing through the meter, including water which may be lost or wasted through leaking pipes or fixtures on the premises. The customer is responsible for monitoring for unusually high water usage as reflected on the customer's bill. The customer must promptly investigate any unusually high water bills. A customer is required to repair any water leak promptly, and the customer is responsible for all repair costs.

(C) A customer may seek an adjustment under this Ordinance to an unusually high water bill caused by physical damage to the customer's water service line. A customer may not receive an adjustment unless the customer has paid all outstanding water and sewer bills owed prior to the unusually high water bill.

(D) A customer is not eligible for a leak adjustment to an unusually high water bill due to circumstances not caused by an undetected leak, leaks that should reasonably have been discovered, high usage caused by negligence or failure to properly maintain pools or water using/consuming items or usage from appliances whether or not operating properly.

(E) A customer seeking a water bill adjustment must provide written notice to the Director, or his designee, within sixty (60) days of the end of the billing period for which the adjustment is being requested. The written notice/request shall contain the following information:

(1) The name, address, and telephone number of the customer reporting the leak;

- (2) A description of how the leak was discovered;
- (3) The date the leak was discovered;
- (4) The nature and location of the leak;
- (5) The date the leak was repaired; and
- (6) A description of the repair work completed.

The customer shall provide any other information, documents, or access requested by the Director as may be necessary or appropriate for investigating the circumstances of any alleged leak and/or related repairs and verifying the customer's eligibility for an adjustment.

- (F) The adjustment period for undetected leaks cannot exceed one regular meter reading period, unless (i) the meter reading was missed during the leak period, or (ii) the leak affected two consecutive bills.
- (G) If the Director, or his designee, determines, upon investigation, that a customer is eligible for a leak adjustment, then the Director, or his designee, is authorized to adjust the unusually high water bill as follows:
  - (1) The customer shall be responsible for an amount of the water and/or sewer bill equal to four (4) times the customer's average monthly consumption, as calculated by averaging the prior twelve (12) months bills before the leak, or any portion of the prior twelve (12) months if the customer has fewer than twelve (12) previous bills; plus an amount for the adjustments set forth below.
  - (2) For those amounts of the bill above four (4) times the normal bill, the Director, or his designee, may provide an adjustment reducing the bill amount that is more than four (4) times the normal bill by seventy-five (75) percent.
  - (3) The customer may pay the adjusted water and/or sewer bill in equal payments over a twelve (12) month billing period in addition to the regular applicable monthly billing.
  - (4) No adjustments will be made to the portions of the bill representing the fixed charges such as, for example, debt service.

An illustration: A customer's normal (variable) average water and/or sewer bill is \$50 and the customer receives an unusually high water bill for \$500.00 that is caused by undetected damage to the water service line. The adjusted bill amount would be \$275.00 ( $4 \times \$50 = \$200$ ;  $75\% \times \$300 = \$75$  for a total of \$275).

- (H) The Director's, or his designee's, determination of eligibility for a leak adjustment is a final disposition of the matter; provided, however, any leak adjustment totaling \$2,000 or more shall be presented by the Director to the Commission for final determination.



Brunswick-Glynn County Joint  
Water & Sewer Commission  
1703 Gloucester Street  
Brunswick, Georgia 31520  
Customer Service: 912-261-7100  
Fax: 912-261-7179

## Leak Adjustment Request Form

Please fill in the form below and sign. Along with this form you are required to attach your receipts and/or a letter from the company or person(s) who made the repairs. If you made the repairs yourself and no receipt is available, then you are required to provide a statement specifying what, when and where repairs were made. It is important that you send or fax this form along with your repair receipt(s) to Brunswick Glynn County Joint Water & Sewer Commission, Attention: The Adjustment Review Team.

Date Leak Reported: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work or Cell Phone: \_\_\_\_\_

Description of how the leak was discovered: \_\_\_\_\_

Account Number: \_\_\_\_\_ Service Address: \_\_\_\_\_

Date of Leak: \_\_\_\_\_ Date Leak Repaired: \_\_\_\_\_

Nature and Location of Leak: \_\_\_\_\_

Description of the repair work completed: \_\_\_\_\_

I have attached copies of all documents pertaining to the leak, including all repair receipts; upon inspection by Brunswick-Glynn County Joint Water & Sewer Commission all leakage has been corrected and my consumption has decreased; I understand that I will not receive an adjustment unless I have paid all outstanding water and sewer bills owed to the utility prior to the unusually high water bill; that no adjustments will be given on metered irrigation service; and I will allow 2-3 month's normal billing cycles for my Adjustment to be processed.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date