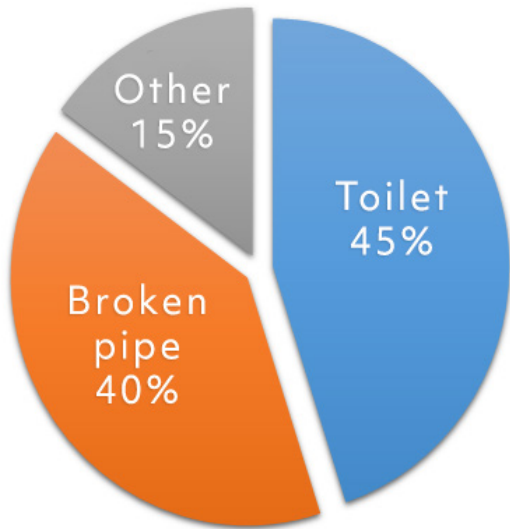


MOST COMMON LEAKS



WHAT IS NEEDED?

- ➔ A REPAIR INVOICE, RECEIPT, OR WRITTEN STATEMENT
- ➔ SUBMIT A LEAK ADJUSTMENT REQUEST FORM WITHIN 90 DAYS
- ➔ ANY OTHER INFORMATION OR DOCUMENTS REQUESTED BY THE BGJWSC

Check out our youtube channel for help finding a leak



HOW IT WORKS

- ➔ Once submitted your account will be placed on hold for 30 to 90 days while the adjustment is processed.
- ➔ Customers are responsible to pay their monthly bill plus an amount towards the leak charge(s).
- ➔ Customers will receive a letter in the mail with the decision to approve or deny the leak adjustment along with the amount adjusted, if any.
- ➔ Customers will have 10 days to pay the remaining balance.

CALCULATIONS

The BGJWSC calculates all adjustments as follows:

- 1 **Average Bill:** The customers average bill is calculated based on 12 months
- 2 **Excess Usage:** The difference between the high bill(s) and average bill is the amount considered for the leak adjustment
- 3 **Adjustment:** 50% of the excess bill(s) will be adjusted for the customer.

Customers who are approved for a leak adjustment request may be eligible (at the discretion of the Customer Service Manager) to enter a payment plan on the remaining balance after the adjustment.



Toilets: Faulty toilets can use around 45,000 gallons per month



Pipe leaks: Breaks or leaks in pipes can use 600,000 gallons per month



Outside Faucets: Faucets or hoses that are left on can use 300,000 gallons per month



Irrigation: Broken or faulty irrigation can use 600,000 gallons per month

How much water loss can occur?



Guests: Household guests can use an extra 3,000 gallons per person per month



Brunswick-Glynn County Joint Water & Sewer Commission
1703 Gloucester Street ~ Brunswick ~ Georgia ~ 31520
Customer Service: 912~261~7100
Fax: 912~261~7179
Email: Info@bgjwsc.org

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.

Customer Name: _____

Account Number: _____ Service Address: _____

Date of Leak: _____ Date Leak Repaired: _____

Billing Address: _____

City: _____ State: _____ Zip code: _____

Home Phone: _____ Work or Cell Phone: _____

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, all leakage has been corrected and my consumption has decreased. I understand that I allow 30 to 90 days for my adjustment to be processed.

Customer Print Name

Date