# WHAT IS A LEAK ADJUSTMENT?

The Brunswick-Glynn Joint Water & Sewer Commission understands that customers may receive an abnormally high bill due to loss of water from an unforseen leak on the customer side of the meter. We offer a leak adjustment request that may reduce the amount of money owed for water loss for up to two consecutive bills while the leak occured. The leak adjustment policy can help you determine if you may qualify for an adjustment to your water/sewer bills. Customers that want to request a leak adjustment should complete the leak adjustment request form.

### MORE INFO

Please visit our office or our website for more details..



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instragram.com/BGJWSC

### Think You Have a Leak?

**Step 1:** Turn all water sources on the property off

**Step 2:** Locate your water meter on your property

**Step 3:** Watch the low flow indicator to see if it spins



If it does you may have a leak

### CONTACT US

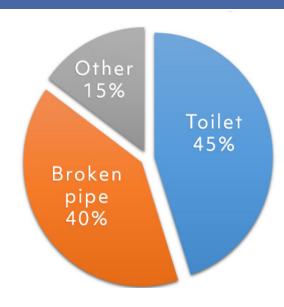
1703 Gloucester Street Brunswick, GA 31520

Phone: 912-261-7100
Fax: 912-261-7179
Email: Info@bgjwsc.org
Website: https://www.bgjwsc.org



### LEAK ADJUSTMENT PROGRAM

### MOST COMMON LEAKS



### WHAT IS NEEDED?





ANY OTHER INFORMATION OR DOCUMENTS REQUESTED BY THE BGJWSC

Check out our youtube channel for help finding a leak





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 5

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



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

## How much water loss can occur?

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

### 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:



Average Bill: The customers average bill is calculated based on 12 months



**Excess Usage:** The difference between the high bill(s) and average bill is the amount considered for the leak adjust-



**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 Cusotmer Service Manager) to enter a payment plan on the remaining balance after the adjustment.



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

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### **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:	Service Address:	
Date of Leak:	Date Leak Repaired		
Billing Address:			
		Zip code:	
Home Phone:	Work or Cell Phone:	Work or Cell Phone:	
Nature and Location of Leak:			
Description of the repair work compl	eted:		
I have attached copies of all documen	nts pertaining to the leak, including al	Il repair receipts. Upon inspection, all leakage allow 30 to 90 days for my adjustment to be	
Customer Print Name		 Date	