

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 unforeseen 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 occurred. 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.

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

MORE INFO

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



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twitter.com/BGJWSC



instagram.com/BGJWSC

CONTACT US

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Brunswick, GA 31520

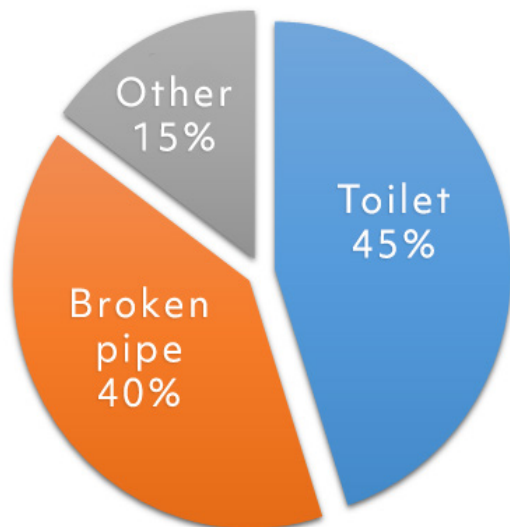
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LEAK ADJUSTMENT PROGRAM

THANKS FOR BEING A CUSTOMER

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



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

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.



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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: _____

Date of Leak: _____ Date Leak Repaired: _____

Billing Address: _____

City: _____ State: _____ Zip code: _____

Phone Number: _____ Email Address: _____

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