



2194 EMORY STREET N.W. \* P.O. Box 1527  
COVINGTON, GEORGIA 30015

Phone: (770) 385-2000  
Fax: (770) 385-2060

Steve Horton, Mayor  
Scott Andrews, City Manager

## Leak Policy

If a leak occurs on the residence side of the meter (anywhere from meter to the home, or inside the home itself), a possible leak adjustment can be given.

Necessary paperwork includes a receipt, or repair bill showing where the leak was fixed accompanied by a Leak Adjustment Request Form that you can find at our office, or on our website. This paperwork can be forwarded to the Public Works Office Coordinator by way of Customer Service, Mail or Fax.

If you fail to provide a repair bill, you will not qualify for a leak adjustment.

Leak adjustments take a minimum of one week to complete (maybe longer if it is a new service and there is no history) and the City of Covington only adjusts for the two highest months involved in the leak.

During the period that the account is being reviewed, no penalties will accrue on the account; however, monthly payments are required to keep the account in good standing.

Customers will receive a discounted rate (currently \$3.00 per thousand) for any water used over their twelve-month average prior to when the leak occurred.

If the water from the water leak did not go into the city sewer system, we will adjust the sewer portion back down to an average (no discounted rate is given). If the customer is on city sewer and the water from the leak went into the city sewer system, no sewer adjustment can be given because that water had to be treated.

Once the leak adjustment has been figured, the adjustment will be applied to the customer's account and a letter will be mailed to the customer explaining how much of an adjustment was given. Any remaining balance will be subject to accrue penalties if not paid by the current bill due date.



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### Leak Adjustment Request Form

Date: \_\_\_\_\_

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

Phone: \_\_\_\_\_

Service Address: \_\_\_\_\_  
\_\_\_\_\_

Mailing Address (if different than service address):  
\_\_\_\_\_  
\_\_\_\_\_

Type of Leak: \_\_\_\_\_

I am requesting an adjustment to my utility bill due a water leak.

If you fail to provide a receipt and/or repair bill, you will not qualify for a leak adjustment.

Signature: \_\_\_\_\_