



## **Leak Credit Policy**

Piedmont Water Company's leak credit policy is as follows:

On rare occasions, a leak may occur as a result of a crack, breach, or flaw in the property owner's system and in certain conditions, Piedmont Water Company may grant a limited leak credit, in its sole discretion, subject to the following qualifications and terms:

- Utilizing this form, customers must make a written request for a leak credit and explain what leaked, where it leaked, and any other relevant factors. Proof that the leak(s) have been repaired must be provided in the form of a receipt for the purchase of supplies (if repaired by the Customer) or from a licensed plumber. No leak credit will be issued without the submission of all appropriate documentation. Leak credits will NOT be issued over the phone.
- The water leak must not have occurred as a result of a willful or negligent act on the part of the customer.
- No credits will be issued for leaks caused by contractors or companies breaking the Customer's water lines or other appurtenance on the customer's premise.
- Any credit issued will be reflected as an adjustment on the Customer's water account.
- The water usage resulting from the leak must be 200% or more of the normal average monthly water usage over the past year to be considered for a credit. No credit will be considered for usage under this amount. If the account history is shorter than one year, Piedmont Water will estimate average consumption based on available history, usage of similar residences in the neighborhood, and any other relevant factors.
- The period of the leak is limited to two billing periods.

Please complete the following page, attach all receipts for repair, and mail them to Piedmont Water Company at:

P.O. Box 80745  
Atlanta, Georgia 30366



**PLEASE DO NOT SEND THE LEAK CREDIT REQUEST IN WITH YOUR PAYMENT. PAYMENTS GO TO A SEPARATE ADDRESS AND WILL BE SIGNIFICANTLY DELAYED IN PROCESSING.**

**Customer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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

**Mailing Address:** \_\_\_\_\_

**Account Number:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

To expedite the processing of your request, please complete the information below:

*Description of the leak and completed repairs (for more space, use the back of the form):*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Date leak was discovered:* \_\_\_\_\_

*Date leak was repaired:* \_\_\_\_\_

**Please attach the receipt(s) for the repair(s).**

By signing this request, I certify that I understand the terms and conditions of Piedmont Water Company Leak Credit Policy and acknowledge that I will not be eligible for any additional Leak Credits on this account.

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

\_\_\_\_\_  
Date