

Leak Adjustment Request

Dalton Utilities is committed to water conservation and encourages customers to do their part to reduce lost water by repairing leaks in a timely manner. In addition, there are significant costs in producing clean water and delivering it on a continuous basis to your home. Dalton Utilities is responsible for providing water to its customers at each meter location and customers are responsible for properly maintaining their water system and any irrigation system connected to their side of the meter. The customer (account holder) is responsible for any water lost due to leaks or breakage of their lines. Dalton Utilities may grant a leak adjustment, at its sole discretion, subject to the following qualifications:

- Leak adjustments will only be considered **for single dwelling residential customers.**
- Dalton Utilities will only issue one credit towards the billing cycle with the highest usage.
- Following notification by Dalton Utilities or detection by the customer, leaks must be repaired within 14 calendar days or any adjustment, granted at Dalton Utilities' sole discretion, will be forfeited.
- The leak causing the high consumption must be repaired and Dalton Utilities technicians will confirm the repair.
- No leak adjustment will be given for water usage totaling \$50 or less during one billing period.
- No leak adjustment will be given for any reason other than a leak. As an example, filling or maintaining a pool, pressure washing, leaving a hose or faucet on or overuse of irrigation systems does not constitute a "leak" under the terms of this policy.
- Customer must make a written request for a leak credit by fully completing this "Leak Adjustment Request" form (also located at www.daltonutilities.com — Leak Adjustment Request). Proof that the leak has been repaired must be provided in the form of a receipt for supplies purchased (if repaired by the customer) or from a licensed plumber. No leak credit will be issued without the submission of all appropriate documentation. If no receipts can be provided, please attach an explanation as to why.
- A prior leak adjustment must not have been granted during the past twelve (12) months at any account or any service location billed to the customer.
- Customer's account at Dalton Utilities must be paid in full and in good standing.
- Customer must pay at least the usual monthly payment while the leak adjustment is considered by Dalton Utilities.
- Adjustments for residential accounts will be based upon excess water usage above average consumption.
- If a leak adjustment is granted, it will only be given in the form of an account credit.
 - *Account Credit for Levelized Billing will be applied to the customers Deferred A/R balance. The customer's water service will be removed from Levelized Billing for up to 12 months.*
- **Leak adjustment will only be made to the water portion of the bill. No adjustment will be made to the wastewater amount.**

Abuse of this policy is strictly prohibited. Any customer abusing this policy will have their leak adjustment reduced and/or denied. Dalton Utilities retains final discretion on all leak adjustments.

Current residential leak adjustment computing process:

Determine average monthly billed water consumption: *Example:* 4000 gal.

Determine water consumption due to leak for one billing period: *Example:* 6500 gal.

Leak adjustment would be calculated for the difference of 2500 gallons based on current rates for residential water.

Name: _____ Date: _____

Address of leak occurrence: _____

Mailing Address: _____

Account# _____

Phone Number: _____

Please describe the nature of the leak and it's repair (attach additional sheets if required):

Please include when leak occurred what caused the leak and how the leak was fixed.

By signing this Leak Adjustment Request, I certify that I understand the terms and conditions of Dalton Utilities' Leak Adjustment Request and acknowledge that I will not be eligible for an additional leak adjustment for 12 months.

Customer
Signature: _____ Date: _____

For Dalton Utilities Use:

Customer Service Representative: _____

Billing Analyst: _____

Billing/Meter Reading Supervisor _____

Leak Calculation:

Credit Approved _____ YES _____ NO

Date of Issue: _____