



Rockdale Water Resources

LEAK OR POOL ADJUSTMENT REQUEST FORM

Date _____

Customer Name _____ ACCT# _____

Phone Number _____

Service Address _____

Mailing Address (if different than service address) _____

Please indicate below where the leak occurred

POOL

_____ Meter Read prior to filling _____ Meter after filling _____ Total Gallons used

_____ Date pool was filled

LEAK

_____ Inside the home

Where in the home (i.e. toilet, wall, hot water heater)?

_____ Outside the home

Where outside the home (i.e. yard, driveway, near the meter)?

_____ Receipt of repair attached

If no receipt is available, please explain why: _____

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

Signature: _____ Date submitted to RWR _____

LEAK ADJUSTMENT PROCEDURES

1. You will need to complete a Rockdale Water Leak Form along with any receipts attached for possible adjustment.
2. It may take up to 3 months to get the adjustment, to make sure usage has gone back to normal.
3. The status of the leak adjustment will be mailed to you in the form of a letter from our Billing Department.
4. Afterwards if you have any questions the Billing Department can be contacted (770) 278-7400, #4)
5. The Billing Dept. will only adjust the 2 most recent high bills regardless of the duration of the leak.
6. Please understand that a leak adjustment is a courtesy extended to you the customer to assist with high bills, however if you have a balance prior to the leak period you are required to pay that amount in full. During the period you are awaiting the adjustment post to the account.

Example: (based on current County ordinance – Section 98-266 (Ord. No. 2007-29,3,12-20-2007 C-1)

- If your normal usage is 10k gallons per month
- Your high usage is 15K gallons per month
- Your actual adjustment is based on the overage of 5k gallons- using one-half of the overage to calculate the adjustment = 2.5k gallons adjusted based on current water/sewer rates.

Rockdale Water Resources Contact Information

Customer Service phone#: 770-278-7400

Customer Service Fax#: 770-918-6514

Email for New Service Applications: newwaterservice@rockdalecountyga.gov