Water Leak Adjustment Policy

Edgefield County Water & Sewer Authority

The following water leak adjustment policy was approved by Edgefield County Water & Sewer authority Board of Directors on Monday, February 25, 2013 and is effective February 26, 2013.

- Should a customer have a water leak on his/her property, Authority shall adjust only one (1) high usage (month) in a 36-month period.

- Customer must notify Authority of "leak" and complete an Affidavit for Water Leak Adjustment and return to Authority when "leak" has been repaired.

- Customer may specify which month of high water usage to adjust.

- Along with completed "Affidavit for Water Leak Adjustment", customer must furnish documentation (pictures, plumbers bill, receipt of materials used to repair leak, etc.) that the leak has been repaired.

- Upon receipt of proper documentation that "leak" has been repaired and approved by the Authority, the amount of billed consumption shall be reduced by 50%. ***(One Month Only!)***

- ***Catastrophic Leaks –*** On higher volume leak adjustment requests, the Authority will average customer's bill prior to leak. This average will then be multiplied by 10 to result in maximum amount or cap that the customer will have to pay for their part of the water leak.

- If Authority is unable to calculate an average bill for (new) customer, then 6,000 gals. will be used as his/her average. This 6,000 gals. average will then be multiplied by 10 to obtain the maximum amount that customer will have to pay for their part of the water leak.

- Sewer will be adjusted at the discretion of Edgefield County Water & Sewer Authority based on information received on Leak Affidavit.

- Should a customer need additional time to pay the Authority for his/her portion of the "leak", the Authority may grant up to one (1) year as defined by the Water User Rules and Regulations.

- Leak Adjustment Policy will apply only to **Residential Customers.** Commercial and Industrial Customers leak adjustment requests shall be at the discretion of the Administrator.