



Athens-Clarke County Public Utilities Department

Water Business Office

Leak Adjustment Request Form

Account Number:

Service Address:

Customer Name:

Phone Number:

Email Address:

2. How did you become aware of the issue?

- ☐ High water bill
- ☐ Water visible inside or outside the property
- ☐ Meter alert / notification
- ☐ Plumber or maintenance staff notified you

Other:

3. Please describe what happened

(Example: toilet running, pipe burst, irrigation issue, appliance failure, etc.)

4. Was the issue repaired?

- ☐ Yes ☐ No (If no, the request cannot be reviewed until repairs are completed.)

5. Repair Information (if applicable)

- ☐ Repair completed by a licensed plumber ☐ Plumber Verification Sheet attached

IMPORTANT: If repairs were completed by a licensed plumber, the Plumber Verification & Documentation Sheet and an itemized statement on company letterhead are required.

Date repaired:

Plumber / Company Name (if applicable):

6. Proof of Repair (attach one or more if available)

- ☐ Plumber invoice or receipt
- ☐ Work order or maintenance record
- ☐ Photo(s) of repair
- ☐ Other documentation

If documentation is not available, please explain:

Eligibility & Timing (Important)

- One (1) adjustment per rolling 12-month period; covers no more than two (2) bills.
- Leak date is when unusually high usage was first identified in the system.
- Requests must be received within six (6) months of the repair date.

Acknowledgement (Required)

- ☐ I certify the information provided is true and accurate.
- ☐ I understand adjustments are limited and not guaranteed.
- ☐ I understand usage billed prior to repair may not be fully adjusted.

Customer Signature:

Date:



Athens-Clarke County Public Utilities Department

Water Business Office

Leak Adjustment – Plumber Verification & Documentation Sheet

Account Number:

Service Address:

Customer Name:

Plumber / Company Information

Plumber / Company Name:

Plumber License Number:

Company Phone Number:

Company Email Address:

Required Documentation

The plumber must attach an ITEMIZED statement of repairs on COMPANY LETTERHEAD.

The itemized statement must include:

- What the problem was and when the repairs were made
- The length of time required to complete the repair
- The equipment and materials used in the repair

Receipts or statements that do not include the above information may result in denial of the request.

Important Notices

- Athens-Clarke County Public Utilities reserves the right to contact the plumber listed above and/or conduct a site visit for visual review of the repair(s) made.
- Requests for leak adjustment must be received no later than SIX (6) MONTHS from the repair date in order to be considered.

Plumber Certification

I certify that the information provided and attached documentation accurately reflects the repairs completed.

Plumber Signature:

Date: