



## Leak Adjustment Request

Eligible billing adjustments to water and sewer charges may be made according to the following:

1. A customer can submit their request by:
  - a. Fax at 678.376.6838; or
  - b. Email at [dwr@winnettcountry.com](mailto:dwr@winnettcountry.com) for residential accounts and [dwrcommercial@winnettcountry.com](mailto:dwrcommercial@winnettcountry.com) for commercial accounts.
2. A billing adjustment can only be made once in a 12 month time frame.
3. A billing adjustment request must be made within 3 months of a leak repair, qualifying pool fill or qualifying new sod installation.
4. Proof of repair must be included.

**Please be aware that a review may take 2-3 business days to complete.**

To request a leak adjustment, please complete the following:

Name \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Email \_\_\_\_\_

Service Location \_\_\_\_\_

Account Number \_\_\_\_\_ Meter Number \_\_\_\_\_

Location of Leak (select one):

Inside \_\_\_\_\_ Outside \_\_\_\_\_ Pool \_\_\_\_\_ Sod \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

Repair Date \_\_\_\_\_ Meter Reading after Repair \_\_\_\_\_

**Note: Completion of this form does not guarantee a leak adjustment will be given. If approved, water usage occurring during the leak period (not to exceed 2 months) will be adjusted and billed at Tier 1 rate. Customer is responsible to maintain full payment of the balance until the request is granted, denial of request is communicated, or alternate arrangements are made through our office. Any bills not paid by the due date may be subject to a late penalty and/or termination of service. Failure to complete this form will result in a delay of the process.**