



Leak Adjustment Policy

Etowah Water & Sewer Authority (The Authority) has a Leak Adjustment Policy (Policy) for our customers. This Policy allows for a one time bill adjustment per customer per calendar year.

The adjustment is given based on the following schedule:

- If the leak is repaired within three days of our notification, then we will use the average of your previous three months water bills (without a leak).
- If the leak is repaired within seven days of our notification, then we will either take your previous three months of water bills (without a leak) and average the usage or we will calculate the cost of the water used times our audited production costs; whichever is the highest of the two calculations.
- If the leak is not repaired or repaired beyond seven days of our notification, then we will not offer a leak adjustment.
- We will not give a leak adjustment for sprinkler systems that are metered separately.

To receive the leak adjustment the customer must submit a copy of the invoice or a written statement of repairs.