



Forsyth County Department of Water and Sewer Leak Detail Form

Date:	Account Number:
Customer Name:	Date Leak Determined:
Contact Number:	Date Leak Repaired:
Service Address:	First Bill Date Reflecting Leak:

To be considered for a leak adjustment, you must meet and provide all the criteria listed in our leak adjustment policy. By initialing and signing below, you acknowledge that you have read the policy, meet the criteria, and have included the indicated documents.

Failure to adhere to this policy and provide the items requested will result in the denial of your leak adjustment request. Partially completed requests will be denied.

Upon the completion of our review, the outcome of your request will be sent by mail. Submittal of a leak adjustment request does not exempt you from payment. Please continue to pay your water and/or sewer bill by the due date. If you are unable to pay your account in full, it is your responsibility to contact our office, *prior to your due date*, so that you may discuss a special payment arrangement with our customer service staff. *Failure to do so may result in penalties and/or an interruption in your service.*

_____ I have read and understand Forsyth County's leak adjustment policy.
Initial

_____ I have included all of the needed documentation as listed/required.
Initial

_____ I acknowledge that I meet all the criteria listed/required.
Initial

 Customer Signature

 Date

Please mail, fax, or email your completed form and supporting repair documents
(not including policy or bills) to:

Forsyth County Water and Sewer
 Attn: Leak Adjustment
 110 East Main Street, Suite 150
 Cumming, GA 30040

Phone: 770-781-2160
 Fax: 770-781-3044
 Email: leakadjustment@forsythco.com

Notary _____ (SEAL)

**A RESOLUTION AUTHORIZING
IMPLEMENTATION OF A REVISED POLICY
GOVERNING WATER LEAKAGE BILLING ADJUSTMENTS
IN FORSYTH COUNTY, GEORGIA**

WHEREAS, Forsyth County, Georgia, (the "County") has a mission of providing the highest quality water and sewer service through superior customer support, strong financial management, progressive leadership, and environmental stewardship; and

WHEREAS, in fulfillment of that mission, the County routinely considers the cost of providing water and sewer services in determining how to best serve the water and sewer needs of its customers; and

WHEREAS, the County is often faced with requests for billing adjustments from customers who use the services provided by the County; and

WHEREAS, on May 15, 2014, the County adopted and implemented a *Revised Policy Governing Water Leakage Billing Adjustments* ("Revised Policy") that governs the circumstances under which water leakage billing adjustments may be provided, a copy of which is attached hereto as Exhibit "A"; and

WHEREAS, the County desires to rescind the "Revised Policy" and adopt and implement a new policy that governs the circumstances under which water leakage billing adjustments may be provided.

NOW, THEREFORE, BE IT AND IT IS HEREBY RESOLVED, that the Revised Policy is hereby rescinded; and

BE IT FURTHER RESOLVED, the following *Policy Governing Water Leakage Billing Adjustments* is adopted by the Board effective July 1, 2019.

1. Threshold Criteria. When a leak occurs on the customer's side of the meter, (beyond the point of maintenance by the Water & Sewer Department), a customer shall not be eligible for a billing adjustment ("Leak Adjustment") in the opinion of the Water & Sewer Department ("Water & Sewer") unless, all of the following threshold criteria ("Threshold Criteria") are met:
 - a. All Leak Adjustment requests shall be filed on the appropriate form provided by Water & Sewer;
 - b. All forms shall include a receipt for parts/supplies used to complete the repair or a paid repair bill from a licensed plumber; AND a notarized leak detail form, obtained from Water & Sewer, which explains in detail the leak and its repair. In the event a customer makes his/her own repair and does not have a receipt for parts/materials, an explanation of supplies used shall be added to the notarized leak detail form referenced above;

- c. All Leak Adjustment requests must be filed with Water & Sewer within ninety (90) days of the billing date reflected on the first bill indicating the leak (your first higher than normal bill);
 - d. Leak Adjustments are limited to two (2) adjustments within the preceding 24 month period. Irrigation Leak Adjustments are limited to two (2) adjustments within the preceding three (3) year period;
 - e. Customers requesting Leak Adjustments must demonstrate that a leak has occurred, and that subsequent repair has been made. Faulty timing/programming devices and/or valves (such as an irrigation timer or those utilized by a pool or spa), nor the repair of such, meet the criteria to qualify for an adjustment. If requested, customers must demonstrate the exact location of the leak and evidence that repairs are complete. Turning off a water source to the leak or suspected leak does not constitute a repair. Should Water & Sewer staff choose to perform an inspection in conjunction with the leak adjustment request, Water & Sewer may charge a fee to recover the cost for that inspection service;
 - f. Leak Adjustments for sewer charges will only be considered for leaks outside the home, business, or when it is proven to the satisfaction of the Water & Sewer Director the water did not enter the sewer system;
 - g. The adjustment may be made for up to (3) three consecutive billing cycles regardless of the duration of the leak.
2. **Improvements.** In addition to meeting the Threshold Criteria, customers may be required by the Water & Sewer Director to make improvements to their water, irrigation and/or sewer systems in order to receive a Leak Adjustment. These improvements are intended to prevent future leaks, make any leak more visible or identifiable, and/or correct any dangerous condition as identified by Water & Sewer staff.
3. **Approval.** Where Water & Sewer determines that the Threshold Criteria are met, the Water & Sewer Director, working in tandem with the Water & Sewer staff, shall review and, if deemed appropriate, approve Leak Adjustments. Additionally, when necessary the Water & Sewer Director will determine if any additional improvements or repairs are deemed necessary to qualify for the adjustment.
4. **Decision.** Customer shall receive a written notice of the decision within forty-five (45) days of the Leak Adjustment request or the last bill being considered.
5. **Calculation of Adjustment.** Water & Sewer shall calculate all billing adjustments in the following manner:
- a. Water & Sewer shall calculate the customer's average monthly water consumption (as measured in gallons) based on the average of the most comparable two (2) billing cycles ("Average Consumption") (provided further, that where the customer has fewer than

two (2) months of water consumption, Water & Sewer may calculate the Average Consumption based on the greatest applicable number of months, or using such other criteria as Water & Sewer may reasonably determine.);

- b. For water charges, the customer shall pay the Average Consumption plus twenty-five (25%) of the amount of water used in excess of the Average Consumption applied to the tiered rate structure. Flat rate accounts shall pay the Average Consumption plus fifty (50%) of the water used in excess of the Average Consumption;
- c. Sewer charges will only be reduced for leaks outside the home, business or when proven to the satisfaction of the Water & Sewer Director that the water did not enter the sewer. If approved, the sewer charges will be reduced back to the customer's average usage as contemplated in paragraph 5, section a..

6. Ineligible Accounts. Leak Adjustments are not eligible for the following accounts:

- a. Developer accounts, builder accounts;
- b. Requests within ninety (90) days of installation of new landscaping, and;
- c. Requests within ninety (90) days of completion of new home construction/issuance of a Certificate of Occupancy.

Water & Sewer may charge a fee to recover the costs of any onsite inspection service.

7. Appeal. Customers who have been denied an adjustment (due to failure to meet threshold criteria) may reapply with Water & Sewer within 30 days of the issuance of the denial letter. Customers must resubmit a new application along with the missing/incomplete criteria. Customers are limited to one resubmission per leak adjustment request.

If a customer wishes to further appeal a denial, they must first appeal the Leak Adjustment denial to the Water & Sewer Director. If satisfaction of the customer has not been reached, the customer may then appeal to the County Manager or his/her designee. The County Manager or his/her designee may use this leak adjustment policy and other factors as a guide in making the final decision regarding Leak Adjustments.

8. Hardships. Water & Sewer may provide a payment option for customers with financial hardships as approved by the Water & Sewer Director.

9. Unexplainable Water Usage. When a customer cannot establish the "Threshold Criteria" for the Leak Adjustment Policy, the Water & Sewer Director may in his/her sole discretion make other adjustments for unexplainable, unusual, non-repeating water usage as is deemed justifiable by the Water & Sewer Director. Unexplainable, unusual, or non-repeating water use adjustments are limited to one per customer per lifetime of the account.

10. Payment of Charges. Customers are required to continue to keep their account in good standing during the review of their leak adjustment request; this includes paying their account in full by the due date of each monthly bill. Customers unable to pay their account in full due to the

higher than normal leak bill may agree upon a Special Payment Arrangement (SPA) with the office. SPAs for accounts undergoing a leak adjustment review are required, at minimum, to pay an "average monthly bill" for the leak bill(s) in question and are required to continue paying their current charges. Upon completion of the leak adjustment review and the application of a credit to the customer's account, any customer owing a balance will be required to continue with a modified/updated SPA or pay the remaining balance on their account by the due date of their next bill.

SO BE IT RESOLVED this 20th day of June, 2019.

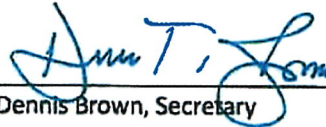
FORSYTH COUNTY BOARD OF COMMISSIONERS



Laura Semanson, Chairman



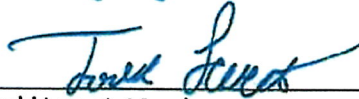
Cindy J. Mills, Vice Chairman



Dennis Brown, Secretary



Molly Cooper, Member



Todd Levent, Member

Attest:


Clerk to the Board

Exhibit A

A RESOLUTION AUTHORIZING IMPLEMENTATION OF A REVISED POLICY GOVERNING WATER LEAKAGE BILLING ADJUSTMENTS IN FORSYTH COUNTY, GEORGIA

WHEREAS, Forsyth County, Georgia, (the “County”) has a mission of providing the highest quality water and sewer service through superior customer support, strong financial management, progressive leadership, and environmental stewardship; and

WHEREAS, in fulfillment of that mission, the County routinely considers the cost of providing water and sewer services in determining how to best serve the water and sewer needs of its customers; and

WHEREAS, the County is often faced with requests for billing adjustments from customers who use the services provided by the County; and

WHEREAS, on September 2, 2010 the County adopted and implemented a *Revised Policy Governing Water Leakage Billing Adjustments* (“Revised Policy”) that governs the circumstances under which water leakage billing adjustments may be provided, a copy of which is attached hereto as Exhibit “A”; and

WHEREAS, County desires to rescind the “Revised Policy” and adopt and implement a new policy that governs the circumstances under which water leakage billing adjustments may be provided.

NOW, THEREFORE, BE IT AND IT IS HEREBY RESOVLED, that the Revised Policy is hereby rescinded; and

BE IT FURTHER RESOLVED, the following *Policy Governing Water Leakage Billing Adjustments* is adopted by the Board for *retroactive implementation* effective as of April 28, 2014:

1. **Threshold Criteria**. When a leak occurs on the customer’s side of the meter, (beyond the point of maintenance by the Water & Sewer Department), a customer shall not be eligible for a billing adjustment (“Leak Adjustment”) in the opinion of the Water & Sewer Department (“Water & Sewer”) unless, all of the following threshold criteria (“Threshold Criteria”) are met:
 - a. All Leak Adjustment requests shall be filed on the appropriate form provided by Water & Sewer;
 - b. All forms shall include a repair bill from a licensed plumber or a notarized written statement from the homeowner which explains the leak and repair in detail;
 - c. All Leak Adjustment requests must be filed with Water & Sewer within ninety (90) days of the first bill reflecting the leak;
 - d. Leak Adjustments are limited to an adjustment for one (1) leak within the preceding 12 month period, except irrigation only accounts which will be allowed an adjustment for one leak within the preceding three (3) year period;
 - e. Customers requesting Leak Adjustments must, if requested, demonstrate the exact location of the leak and evidence that repairs are complete. The County may charge a fee to recover the cost for any onsite inspection service;

- f. Leak Adjustments for sewer charges will only be considered for leaks outside the home, business or when it is proven to the satisfaction of the Water & Sewer Director the water did not enter the sewer system; and
 - g. The adjustment can be made for up to (3) three billing cycles regardless of the duration of the leak.
- 2. **Improvements.** In addition to meeting the Threshold Criteria, customers may be required to make improvements to their water, irrigation and/or sewer systems in order to receive a Leak Adjustment in the opinion of Water & Sewer. These improvements are intended to prevent future leaks, make any leak more visible or identifiable, and/or correct any dangerous condition as identified by County staff.
- 3. **Approval.** Where Water & Sewer determines that the Threshold Criteria are met, the Water & Sewer Director, working in tandem with the Water & Sewer staff, shall review and, if deemed appropriate, approve Leak Adjustments. Additionally, when necessary the Water & Sewer Director will determine if any additional improvements or repairs are deemed necessary to qualify for the adjustment.
- 4. **Decision.** Customer shall receive a written notice of the decision within forty-five (45) days of the Leak Adjustment request or the last bill being considered.
- 5. **Calculation of Adjustment.** Water & Sewer shall calculate all billing adjustments in the following manner:
 - a. Water & Sewer shall calculate the customer's average monthly water consumption (as measured in gallons) based on the average of the most comparable two (2) months ("Average Consumption") (provided further, that where the customer has fewer than two (2) months of water consumption, Water & Sewer may calculate the Average Consumption based on the greatest applicable number of months, or using such other criteria as Water & Sewer may reasonably determine).
 - b. The customer shall pay the Average Consumption plus any additional water at a rate of \$1.75 per thousand gallons and additional sewer at the current rate.
 - c. Sewer charges will only be reduced for leaks outside the home, business or when proven to the satisfaction of the Water & Sewer Director that the water did not enter the sewer. If approved, the sewer charges will be reduced back to the customer's average usage as contemplated in paragraph 5, section a.
- 6. **Ineligible Accounts.** Leak Adjustments are not eligible for the following accounts:
 - a. Developer accounts, builder accounts;
 - b. Requests within ninety (90) days of installation of new landscaping; and
 - c. Requests within ninety (90) days of completion of new home construction.

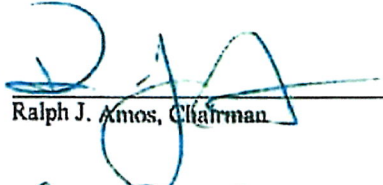
The County may charge a fee to recover the costs of any onsite inspection service.

- 7. **Appeal.** Customers may appeal Leak Adjustment to the County Manager or his/her designee. The County Manager or his/her designee shall hear all appeals of Leak Adjustments and may use the leak adjustment policy as a guide in making the final decision regarding Leak Adjustments.

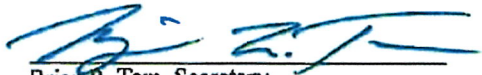
8. Hardships. The County may provide a payment option for customers with financial hardships as approved by the Water & Sewer Director.
9. Unexplainable Water Usage. When a customer cannot establish the "Threshold Criteria" for the Leak Adjustment Policy, the Water & Sewer Director may in his/her sole discretion make other adjustments for unexplainable, unusual, non-repeating water usage that may have been caused by a sticking toilet, pressure blow off valve or other relief valve as is deemed justifiable by the Water & Sewer Director.


SO BE IT RESOLVED this 15th day of May, 2014.

FORSYTH COUNTY BOARD OF COMMISSIONERS


Ralph J. Amos, Chairman


Cindy J. Mills, Vice Chairman


Brian R. Tam, Secretary


Jim Boff, Member


Todd Levent, Member

Attest:


Clerk to the Board