LEAK ADJUSTMENT REQUEST FORM

- This form, along with the appropriate repair statement, must be submitted for an adjustment to be considered. A copy of a plumber or contractors repair bill must accompany this request for adjustment.
- If you repaired the leak yourself, a copy of the materials purchase receipt must accompany the request.
- Please note that the form is not a guarantee that a credit will be applied to your bill. If a credit is issued, it will be reflected on your next bill. In most cases, an adjustment credit will only reduce and not eliminate an entire bill. You will be responsible for any remaining amounts.
- You will be notified if the request cannot be granted or if additional information is needed.

Customer Name [   ]
LAST Name, First Name, Middle Initial OR Business Name

Service Address [   ] [   ] [   ] [   ]
Street Address   City   State   Zip Code

Customer Number [ ][ ][ ][ ][ ][ ][ ]   **Account Number** [ ][ ][ ][ ][ ][ ][ ]

Email Address [   ]   **Phone** [   ]

Date Leak Occured [   ]   **Date Leak Repaired** [   ]
mm/dd/yyyy   mm/dd/yyyy

Leak Type   Underground Pipe   Toilet   Irrigation   Other (Please describe below)

Please provide a detailed description of the leak and actions that were taken to complete the repairs:

[   ]

I understand that completion of this form does not guarantee a water/sewer adjustment will be given. I also understand that all documents, including repair receipts, must be received before my account will be reviewed for a leak adjustment. I also certify that all of the information submitted is true and correct and applies to the account for which the credit is sought.

_____   _____
Signature   **Date**   mm/dd/yyyy

- If you are using Internet Explorer, you can use the button below to email your request directly from this page;
- If you are using Chrome, Firefox or Safari, you will need to:
  - **SAVE** this file on your computer;
  - Open it with Adobe Reader;
  - Use the button below to email the request.

Alternatively, this request along with the required documentation can be submitted in person at:

- 11575 Maxwell Rd, Alpharetta, GA 30009; or
- 141 Pryor St SW, 7th Floor, Atlanta, GA 30303.

OR

VER02.2026