Chatham County Utilities
964 East St (2nd Floor)
PO Box 910
Pittsboro, NC 27312
(919) 542-8270 (main) (919) 542-8282 (fax)

Application for Leak Adjustment

Chatham County Water offers **one annual leak adjustment allowance** on customer bills for qualifying water leaks. **To be eligible for an adjustment you must:**

1. Not have received a previous adjustment in the last year - **one repaired leak per year** from last adjustment is allowed (for example – received adjustment on 6/28/05 will not receive another until after 6/28/06)
2. Not have a leak associated with an irrigation leak (irrigation system leaks are not eligible for any leak adjustment)
3. Not have a leak associated with new construction by a builder
4. Have a bill that exceeds your "average bill" by three times
5. Have taken immediate steps, after detection of the leak, to prevent further loss of water
6. Be able to provide **proof of the repair** (for example - receipts for any materials or services related to that repair).

Adjustments must be requested within 90 days of the date of the water bill suspected of indicating a water leak, or within 90 days of when Chatham County Water notified you of the suspected problem, whichever came first.

IMPORTANT: Please be aware that a large leak may result in a water bill that could **total several thousand dollars!** Small leaks are typically less, but many small leaks are often a sign of a problem with your water line. Small leaks also indicate that larger and more expensive leaks are likely to happen in the future. Since the leak adjustment is only a **one-time benefit**, if you request and receive an adjustment for a leak now, large or small, you will not be eligible for another leak adjustment should you have a second or larger leak in the future. If a service line is prone to leaks, the best way to reduce the risk of a second leak is not to patch or "spot-fix" the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

Methods for Adjustments: The customer will be held responsible to pay the amount of their average monthly consumption at the published rates. The customer is also responsible to pay all leak consumption above their average consumption at the prevailing bulk purchase rate. If the usage crossed two months of billings, each month is calculated using the above method to get a total adjustment for the total leak time period.

If you determine you qualify and wish to apply for a leak adjustment, please complete this form and return it to our office as soon as possible with the necessary receipts. No action can be taken to process your adjustment until information on the completed application is received and adjustment is approved by the finance department.

Once Completed You May Send Your Form & Supporting Documentation by:
Fax: 919-542-8282
Email: watershop@chathamnc.org
Mail: PO Box 910, Pittsboro NC 27312
Drop-off at Office: 964 East St, Pittsboro NC 27312

APPLICATION FOR LEAK ADJUSTMENT CREDIT

Name: _____Date:_____

Service Address:_____ City:_____State:_____ Zip:_____

Daytime Phone: _____ Customer Account Number:_____

Date you first noticed your leak: _____Date the leak was repaired: _____

Where was the leak located? (Please indicate below)
☐ Inside the house ☐ Between the house and the water meter ☐ In the irrigation system

Have you ever received a previous leak adjustment? ☐ YES** ☐ NO
***If Yes: Approximately what month/year:* _____

Have you attached a receipt for the cost of the leak repairs? ☐ YES ☐ NO**
***If No: Please complete the "No Repair Receipt Documentation" form enclosed with this application.*

Are you a renting tenant at this property? ☐ NO ☐ YES**
***If Yes: Landlord's Name* _____
Landlord's mailing address: _____ *City:*_____ *State:*____ *Zip:*_____

Please describe how your leak was identified or provide any additional facts you think might be helpful below (or attach an extra page):

_____
_____
_____
_____
_____

How much is your total water bill? _____

By signing this request, I certify that I understand the terms and conditions of Chatham County Water Leak Adjustment Policy.

Customer Signature_____ Printed Name_____

Note:

- We suggest that you pay at least the amount of your average bill at this time by the due date listed on the bill. The balance due after your leak adjustment will typically be higher than your usual bill amount so paying at least your average will reduce the amount due once the adjustment is made. Be advised once the adjustment is made the balance due must be paid by the due date that month to avoid disconnection.
- If you haven't received a water bill for consumption through the date your leak was repaired, we will process your claim after you are billed for the total leak time period. Because of this, it can take up to 30 days to process customer leak adjustment claims. Your patience during this process will be appreciated.
- **IMPORTANT**: If you pay by **automatic bank draft** and cannot pay the full payment immediately, you may call (919) 542-8270 to request to be temporarily removed from our automatic debit file. We require notice at least one week before your payment due date. You may reapply after your claim has been processed.

Questions? Call Customer Service at (919) 542-8270

No Repair Receipt Documentation Form

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Customer Account Number: _____

Please explain where your water line broke:

_____

_____

_____

_____

_____

(Attach additional pages if necessary)

Briefly describe repair:

_____

_____

_____

_____

_____

If repair parts were used for this repair or a commercial establishment performed the repair why are receipts not available?

_____

_____

_____

_____

_____

Customer Signature: _____

Date: _____