

LEAK ADJUSTMENT REQUEST FORM

As a courtesy to its customers, City of Smyrna may, upon request and subject to the policy outlined below, adjust customer billing for leaks that occurred on the customer’s side of the meter.

LEAK ADJUSTMENT POLICY – Effective 09/19/2024

What – A leak is considered an unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer’s residence or non-residential site that results in a customer’s bill being higher than the customer’s typical bill for water services.

How – Customer applies for help by means of a standard form available on our website and/or at City of Smyrna water department. Customer must show sufficient proof of leak repair.

Timeliness On the Part of The Customer – The customer must apply for leak help within 90 days of the customer’s identification and repair of a leak to be eligible for leak help.

How Much – Customer can receive help on a high-water bill due to a leak on the customer’s side of the water meter no more than once per calendar year. Leak help means that the water volume above the customer’s 6-month average bill will be assessed. **The adjustment is made to a portion of the sewer bill. Leak adjustments do not apply to the irrigation meter, as there are no sewer charges billed.** If a leak appears to have impacted the billing for two consecutive months, both months may be considered.

The city only repairs the distribution system up to each individual customer’s meter (called the “street side” of the water meter. If there is a leak in your home or between the house and the meter (called the “customer’s side” of the meter), The City cannot make repairs. If the leak is physically inside the meter box, the city crews will make repairs from the meter back to the street.

Customer Payment Accommodation – Customers who receive leak help may receive (at the discretion of the Customer Service Manager) an extended payment period over which to complete paying for the leak-caused bill. A customer cannot receive any help for a new leak until and unless an extended payment bill has been paid in full.

Pool Repair: Pool repair shall qualify as a leak. Filling of a new pool (construction) shall not qualify as a leak.

Final Decision on Leak Help – This represents the whole and complete leak help policy of The City of Smyrna. The decision from the water foreman is final.

**Commercial Customers with multiple tenants please reach out to pvickery@smyrnaga.gov*

CUSTOMER INFORMATION

Name: _____ Account #: _____ Telephone: _____

Service address: _____

Email Address: _____

Date Detected: _____ Date Repaired: _____ Leak Location: _____

Please complete this request form and return it to The City of Smyrna water department or email water@smyrnaga.gov.

Attach proof of repair (itemized plumber receipt and/or sales receipt of purchased items to make repairs). The form will be forwarded to the water foreman. You will be notified of the amount of the adjustments made and any remaining balance due or credit on your account.

I certify that the above information is true and accurate to the best of my knowledge, and I do hereby request an adjustment to my water bill under the provisions of the City of Smyrna Leak Adjustment Policy.

Customer Signature: _____ Date: _____ Email: _____

Please Return To:
Or Email to: water@smyrnaga.gov

Accounts take up to 7-10 business days for review after receipt of the required documents.