



City of Vienna
203 W Cotton St
Vienna, GA 31092
229-268-4744

Leak Adjustment Policy

The following information is provided to assist the City of Vienna utility customers who have repaired water leaks on private property in requesting billing adjustments that may be available.

To process a leak adjustment request the following documentation is required:

1. The customer must complete and submit a written "Request for Adjustment Form" (RAF) to a representative of the Water- Sewer Billing Department of the City of Vienna within thirty (30) days of the repair leak.
2. If the RAF is not completed in its entirety and necessary documentation is not submitted, the adjustment will be denied.
3. A cop of your plumber's repair bill or a letter detailing what was repaired, the date of repair, and any receipts for materials that you may have used for the repair
4. It is the policy of the City of Vienna that only one (1) leak adjustment will be allowed in a twelve (12) month period; however, the City Clerk or designee upon receipt of substantiating justification may authorize additional adjustments.
5. For both residential and commercial consumers, the City of Vienna will use a twelve (12) month water consumption history in order to determine the average monthly consumption. The average monthly consumption will be doubled to obtain the usage for which the customer is required to pay. Double the monthly average will be subtracted from the requested month leak consumption to determine the eligible leak adjustment. If there is less than twelve (12) months, consumption history an estimated average consumption will be calculated by using 3,000 gallons per person multiplied by the number of household members. This estimated double month of consumption will be subtracted from the requested month leak consumption to determine the eligible leak adjustment. No adjustment will be made for any leak where the eligible leak adjustment is for 1,000 gallons or less.
6. In no situations will the consumption from a month in which a leak adjustment was made to be used to determine the calculation of a new leak adjustment.

APPROVED By: Billing Clerk

Shonda Zuck

Date:

8-11-14

Approved By: City Clerk

Debra Spruiell

Date:

8-11-14



The City of Vienna is an equal opportunity employer.



7. When a customer is requesting an adjustment and the eligible leak adjustment is not in excess of 20,000 gallons, an adjustment can be authorized by the Water-Sewer Billing Department Clerk. If eligible leak adjustment is in excess of 20,000 gallons, only the City Clerk may authorize an adjustment.
8. When a customer is requesting an adjustment for Sewer Charges due to filling a swimming pool, pressure washing, etc., the customer must notify the City of Vienna **prior the start and upon completion** of this non- normal consumption. The City must obtain a meter reading before the start of the project and the day the project is completed so that an accurate adjustment can be determined.
9. If the leak adjustment can be authorized by the Water-Sewer Billing Department Clerk, the customer's bill can be adjusted by the eligible gross consumption amount. If the adjustment is greater than the authorization level of the Water-Sewer Billing Department Clerk and requires authorization of the City Clerk, each customer's request will be handled on an individual basis by the City Clerk or his/her designee.
10. Large consumption volume customers should be trained on how to read the meters; and because water is an expensive commodity to them, they should be responsible for identifying leaks as soon as possible. Identification of individual consumer responsibility for catching leaks early will limit losses.

NOTE: If Eligible Leak Adjustment is not 1,000 gallons or more no adjustments will be made.

APPROVED By: Billing Clerk *Monica Zwick*

Date: 8-11-14

Approved By: City Clerk *Debra Spis*

Date: 8-11-14



Water/Wastewater Leak Adjustment Request Form

This form is not a guarantee that a credit will be applied to your utility bill. You will be notified by phone or letter if the request cannot be granted, or if additional information is needed. Only one adjustment will be allowed during a twelve consecutive month period and will only occur after all leaks have been repaired and verified with an actual meter reading. For more information, please contact City Hall at 229-268-4744 or visit our web site at cityofvienna.org.

RESIDENTIAL AND COMMERCIAL

Average Monthly Consumption _____ Less than 12 months History

ADD Average Monthly Consumption _____ (Household Residents) X (3,000 gallons)

Double Monthly Consumption _____ Equal Double Monthly Consumption _____

Customer Name: _____ Account #: _____

Service Address: _____ Contact Phone #: _____

Type of Leak: _____ Irrigation _____ Toilet _____ Pipe _____ Other: _____

Date Leak Occurred: _____ Date Leak Repaired: _____

Required Documentation

Copy of repair invoice attached (if repaired professionally) _____ Yes No _____

OR

Copy of repair receipts attached (if repaired by owner/tenant of agent) _____ Yes No _____

Brief description of leak and action taken to repair:

Four horizontal lines for providing a brief description of the leak and the actions taken to repair it.

Please return this form and documentation to: City of Vienna, PO Box 436 Vienna, GA 31092



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APPROVED By: Billing Clerk Shondra Zuehl

Date: 8-11-14

Approved By: City Clerk [Signature]

Date: 8-11-14