



Leak Adjustment Policy

Newnan Utilities is committed to water conservation and encourages customers to do their part to reduce lost water by repairing leaks in a timely manner. Newnan Utilities is responsible for providing water to its customers at each meter location. Customers are responsible for properly maintaining their water system and any irrigation system connected to their side of the meter. The customer is responsible for any water lost due to leaks or breakage of their lines. Newnan Utilities may grant a leak adjustment, at its sole discretion, subject to the following guidelines:

- All disputes must be submitted within 60 days of the statement date.
- Customer must complete "Leak Adjustment Request" form located at www.newnanutilities.org
- Proof that leak has been repaired is required. Acceptable forms of proof are: Receipt for supplies purchased (if repaired by customer) or from a licensed plumber.
- A leak adjustment will only be granted once within a 12 month period.
- Adjustments can be for no more than one leak that may cover 2 consecutive statement periods.
- All leak adjustment requests may be subject to a site visit to confirm the repair.