



Leak Bill Relief Program

Overview

Water Utility Management is committed to helping customers manage unexpected high-water bills caused by leaks. Our **Leak Bill Relief Program** is designed to provide billing adjustments that remove excess water usage charges caused by verified leaks once repaired.

Important: This program is **not insurance** and does **not cover repair costs or water damage**. It is strictly a billing adjustment service.

Definitions

- **Leak:** An unintended escape of water from plumbing, irrigation, or piping systems on the customer's property.
- **Excess Water Usage:** Water consumption above your normal average use, as caused by a verified leak.
- **Proof of Repair:** Documentation such as a plumber's receipt or a receipt for parts purchased, showing the leak was fixed.

Customer Responsibilities

- Customers are responsible for promptly identifying and repairing leaks to avoid excessive water use and possible property damage.
- Customers must provide valid proof of repair to qualify for any billing adjustments under this program.
- Failure to submit acceptable documentation may result in denial of the leak bill relief application request.

Limitations and Exclusions

- The Leak Bill Relief Program does **not cover repair costs**, plumbing work, or any property damage related to the leak.
- The program only provides billing credit adjustments for water charges related to verified leaks.
- Water Utility Management reserves the right to verify claims and deny credit adjustments if there is suspicion of abuse or fraudulent activity.

Program Details

Automatic Enrollment & Voluntary Fee

Starting August 2025

- All eligible customers are **automatically enrolled** in the program.
- A **voluntary fee of \$2 per month** (\$4 per bi-monthly billing period) is charged to cover program administration.

Eligibility & Proof of Repair

- Customers must provide **proof of leak repair** to qualify for a bill relief credit adjustment, including:
 - A plumber's receipt, or
 - A receipt for parts if the leak was repaired by the customer.

Leak Bill Relief Process

- Upon receipt of valid proof, Water Utility Management will **adjust your bill by removing excess water usage caused by the verified leak**.
- Water Utility Management will use usage from the same time frame of the previous year to determine the amount of excess water usage caused by the verified leak. If the account is new and does not have billing history going back 1 year, customers bill will be adjusted to the average water usage from when the account was started.

Program Terms

Frequency of Relief

- Leak bill relief credit adjustment will be granted **once every 12 months**.
- If leak overages appear on **two separate billing statements** within the 12-month period, both may be approved for credit adjustment with proper proof of repair.

Credit Cap

- The maximum credit allowed is **\$5,000 per customer account within any 12-month period**.

Enrollment & Waiting Period

- Customers **initially enrolled** in the program have **no waiting period** and can apply for bill relief credit after proof of repair.
- Customers who **opt out** and later choose to re-enroll must wait **two billing cycles** before being eligible to apply for bill relief credit.

How to Opt Out

If you do not wish to participate in the Bill Leak Relief Program, the customer (account owner) should send an email with their full name, account number, service address, and contact phone number to leakoptout@waterga.com

By opting out of the Leak Bill Relief Program, the customer understands the following:

- Customer understands that they will not be eligible for any leak-related billing adjustments.
- If the customer decides to re-enroll in the Leak Bill Relief Program at a later time, there will be a waiting period of **two billing cycles** before becoming eligible to apply for leak bill relief.

Contact Us

For questions or more information about the Leak Bill Relief Program, please contact our Customer Care Team:

Email: customercare@waterga.com

Thank you for trusting Water Utility Management. We are committed to providing reliable water service and supporting our customers.