



Rockdale Water Resources

Leak or Pool Adjustment Request Form

Date Submitted: _____ District# _____ Account# _____

If a multi meter location indicate meter#

Customer Name: _____ Phone Number: _____

Service Address: _____

*Mailing Address:
If difference than service address

Leak Adjustment

Date leak was observed: _____
Where the leak occurred (Please circle one): Inside Home / Outside Home
Location details (i.e. near meter, toilet, yard, wall etc.): _____

Pool

Date pool was filled: _____
_____ Meter read prior to filling + _____ Meter read after filling
_____ = Total gallons used

I am requesting and adjustment to my utility bill due to a water leak or pool fill.
Customer Signature _____ Date Submitted to RWR _____
If approved you will see a credit applied to an upcoming statement.
If your request is denied you will be advised in writing.
If you have any questions please contact customer service (770-278-7400)

To be completed admin dept. _____ W / S _____ Employee _____

R1 Date: _____ R2 Date: _____ KGAL: _____
KGAL: _____

Late Fee: LF1 \$ _____ + LF2 \$ _____ = LF Total _____

Notes: _____

LEAK ADJUSTMENT PROCEDURES

1. You will need to complete a Rockdale Water Leak Form along with any receipts attached for possible adjustment.
2. It may take up to 3 months to get the adjustment, to make sure usage has gone back to normal.
3. The status of the leak adjustment will be mailed to you in the form of a letter from our Billing Department.
4. Afterwards if you have any questions the Billing Department can be contacted (770) 278-7400, #4)
5. The Billing Dept. will only adjust the **2 most recent high bills** regardless of the duration of the leak.
6. Please understand that a leak adjustment is a courtesy extended to you the customer to assist with high bills, however if you have a balance prior to the leak period you are required to pay that amount in full. During the period you are awaiting the adjustment post to the account.

Example: (based on current County ordinance – Section 98-266 (Ord. No. 2007-29,3,12-20-2007 C-1)

- If your normal usage is 10k gallons per month
- Your high usage is 15K gallons per month
- Your actual adjustment is based on the overage of 5k gallons- using one-half of the overage to calculate the adjustment = 2.5k gallons adjusted based on current water/sewer rates.

Rockdale Water Resources Contact Information

Customer Service phone#: 770-278-7400

Customer Service Fax#: 770-918-6514

Email for New Service Applications: newwaterservice@rockdalecountyga.gov