



Leak Credit Policy & Application – effective September 1, 2015

Piedmont Water Company’s (PWC) Leak Credit policy is as follows:

On rare occasions, a leak may occur as a result of a crack, breach, or flaw in the property owner’s system and in certain conditions, PWC may grant a limited leak credit, in its sole discretion, subject to the following qualifications and terms:

Utilizing this form, customers may make a written request for a leak credit and explain what leaked, where it leaked, and any other relevant factors. Proof that the leak(s) have been repaired must be provided in the form of pictures and receipt(s) for the purchase of supplies (if repaired by the Customer) or from a licensed plumber / professional. ***No leak credit will be issued without the submission of all appropriate and complete documentation. Leak credits will NOT be issued over the phone.***

Initials	Customer Acknowledges:
	I certify that this leak was not caused by a willful or negligent act on my part.
	This leak was not caused by a company, contractor, or other third party damaging my water line(s), or other appurtenance(s) on my property. (Customers must seek restitution for leaks caused by third parties from the party that caused the damage and resulting leak.)
	I understand that any relief granted will be in the form of a credit on my PWC account.
	Only two billing periods will be considered for leak credit relief.
	I will be ineligible for another leak credit at the service address listed on page 2 for five (5) years from the date this leak credit is issued.

Please complete both pages of the Leak Credit following page, attach all receipts for repair, and mail them to Piedmont Water Company at:

P.O. Box 80745
Atlanta, Georgia 30366

You may also fax your application to: 404-235-4977, or email it to customerservice@piedmontwater.com

P.O. Box 80745 • Atlanta, Georgia 30366
404-235-4035 • 800-248-7689 • FAX 404-235-4977



PLEASE DO NOT SEND THE LEAK CREDIT REQUEST IN WITH YOUR PAYMENT. PAYMENTS GO TO A SEPARATE ADDRESS AND WILL BE SIGNIFICANTLY DELAYED IN PROCESSING.

Customer Name: _____ **Date:** _____

Service Address: _____

Mailing Address: _____

Email Address: _____

Account Number: _____ **Phone Number:** _____

To expedite the processing of your request, please complete the information below:

Description of the leak and completed repairs (for more space, use the back of the form):

Date leak discovered: _____ *Date leak repaired:* _____

Please attach the receipt(s) for the repair(s) if done by a professional service. For DIY repairs, parts receipt(s) and photographic evidence of the repair.

By signing this request, I certify that I understand the terms and conditions of Piedmont Water Company Leak Credit Policy.

Customer Signature

Date