



Rockbridge County Public Service Authority

150 SOUTH MAIN STREET, LEXINGTON, VIRGINIA 24450 PHONE: 540.463.4329
EMAIL: RCPSA@ROCKBRIDGECOUNTYVA.GOV

LEAK ADJUSTMENT REQUEST FORM

Water Adjustment

In order to submit a request for a water adjustment, the leak must have been subsurface (not above ground or inside) and repaired. Adjustments will only be considered if the usage that was billed is at least double (2 times) the average usage that is normally billed for the account. Adjustments only apply to one billing period, unless it is clear to staff that the leak crossed billing periods. Under no circumstances will a credit be issued for more than two (2) billing periods. Authority customers may receive up to two (2) water leak adjustments every five (5) years. An adjustment will not be considered until the repair is made and verified by PSA personnel. The following items are required:

1. Repairs must have been made within 45 days of the billing date or notification of the leak, whichever occurs first.
2. Request for a credit must be submitted to the office within 60 days of the billing date.
3. The leak must be verified by one of the following:
 - (a) An Authority employee
 - (b) A plumber's bill stating what repairs were made
 - (c) Photograph of the leak or repairs
 - (d) A signed statement describing the leak, the date of the repairs and description of the repairs made.

Sewer Adjustment

Sewer Adjustments are available for the following situations:

- Swimming Pools

Credits are only issued for the filling of a swimming pool of 10,000 gallons or more. The billed usage must be at least 10,000 gallons greater than an average bill for the property. The sewer adjustment will be calculated at 100% of the difference between actual usage and the average consumption. In order to receive credit, customer must notify the PSA of their intent to fill the pool, the date of the pool filling, and the approximate volume of water used. This adjustment may only be given once in a calendar year.

- Landscaping

The watering of new landscaping for newly constructed buildings. Contractors or new owners may request a one-time credit for sewer charges for water used in the initial lawn establishment for a newly constructed building. The PSA must be notified in advance by the contractor or new owner to qualify for an adjustment on the next bill. The credit will be for 100% of the sewer charges for an unoccupied building. For an occupied building, the PSA will bill the sewer based on an average bill for the number of occupants. **This adjustment**

may only be given when advance notice is given to the Authority so that the amount used for such purpose can be verified by Authority Personnel.

- **Water Leaks**

A water leak that is verified by Authority Personnel and that has no possible means of entering the sanitary sewer lines. A customer may receive an adjustment of 100% of the difference between the actual sewer usage and their average consumption. The adjustment is limited to two consecutive billing periods and customers are only eligible for an adjustment once per rolling year. The following items are required:

1. Repairs must have been made within 45 days of the billing date or notification of the leak, whichever occurs first.
2. Request for a credit must be submitted to the office within 60 days of the billing date.
3. The leak must be verified by one of the following:
 - (a) An Authority employee
 - (b) A plumber's bill stating what repairs were made
 - (c) Photograph of the leak or repairs
 - (d) A signed statement describing the leak, the date of the repairs and description of the repairs made.

If you would like to be considered for a water and/or sewer adjustment, please complete the following:



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Date:

Account Number:

Customer Name:

Service Address:

Daytime Phone Number:

Date leak occurred:

Date Leak Repaired:

Required Documentation – please supply one of the following

Copy of repair invoices/receipts attached (from repairs done professionally or by owner/tenant) Yes No

Photos of leak and/or repair Yes No

Brief Description of the Leak and Repair:

By signing this application, I am certifying that the adjustment being requested was due to a leak on the property that I own and/or rent and all information is true and correct to the best of my knowledge. Furthermore, I understand that this form does not guarantee that a credit will be applied.

Name

Date

Please return this form and documentation by mail, email, fax, drop box or in-person at the location below:

Rockbridge County Public Service Authority
150 South Main St
Lexington, VA 24450
Email: rcpsa@rockbridgecountyva.gov
Fax: 540-463-3126

The RCPSA is an Equal Opportunity Provider and Employer.