



Rockdale Water Resources

**MAIN WATER SERVICE LINE
Leak Adjustment Request Form**
940 South Main Street – Conyers, Ga 30012
P.O. Box 1378 – Conyers, Ga 30012
Email: leakadjustments@rockdalecountyga.gov
Phone: 770.278.7400

CUSTOMER INFORMATION

DATE SUBMITTED: ____ / ____ / ____	ACCOUNT #: _____ - _____
NAME ON ACCOUNT: _____	CONTACT NUMBER: _____
MAILING ADDRESS: _____ <i>(IF DIFFERENCE THAN SERVICE ADDRESS)</i>	
SERVICE ADDRESS: _____	
EMAIL ADDRESS: _____	

LEAK INFORMATION

LEAK LOCATION: _____	REPAIR DATE: ____ / ____ / ____
LEAK DISCOVERY DATE: ____ / ____ / ____	REPAIRED BY: _____
IMPORTANT: REPAIR RECEIPT MUST BE ATTACHED	

DESCRIPTION OF MAIN WATER LINE REPAIR

I acknowledge I have read this form in its entirety and understand the terms.

CUSTOMER SIGNATURE: _____ **DATE SUBMITTED TO RWR:** ____ / ____ / ____

CIRCLE: W/S	OFFICE USE ONLY	REPAIR DATE: ____ / ____ / ____
HIGH USAGE 1: _____	LATE FEE 1: \$ _____	
HIGH USAGE 2: _____	LATE FEE 2: \$ _____	

Main Water Service Line - A main water service line is the underground pipe connecting the municipal water main in the street to your home's internal plumbing, typically running from the street/meter to your foundation. County Ordinance, Section 98-266 29,3,12-20-2007 C-1

Required Documents

To submit a leak adjustment request, you must provide the following documents:

- Completed Leak Adjustment Form, signed Acknowledging the Terms
- Submit one of the following:
 1. Certified Plumber Invoice, OR
 2. A detailed statement with photos showing the completed repair

Reasons for Denial

Your request may be denied or delayed if:

- The Leak Adjustment form is not properly completed.
- Required documentation is not provided.
- The person submitting the form is NOT the account holder.
- Leaks are not eligible if they involve toilets, sprinkler or irrigation systems, water heaters, internal plumbing, fixtures, or similar components.

Important Information

- 1. Keep Payment Current:**
Bills must be paid while your leak application is pending. Missing a payment may deny your request.
- 2. Complete Repairs:**
Repairs must be completed before an adjustment can be considered. Accounts will be under review for 2–3 billing cycles.
- 3. Adjustment Limits:**
Only a portion of the two most recent high bills will be adjusted, regardless of the leak duration.
- 4. Frequency:**
Leak adjustments are limited to 1 per customer per year.
- 5. Credits Only:**
Approved adjustments will be applied as account credits - no refunds will be issued.
- 6. Past-Due Balances:**
Any outstanding balance on the account before the leak adjustment must be paid in full, or the request may be denied.
- 7. Courtesy Policy:**
Leak adjustments are provided as a courtesy to the customer and are not guaranteed.

For Tenants:

Disputes about leak responsibility or related charges must be handled directly with your landlord or property owner. RWR will not mediate or get involved in landlord–tenant issues.

Contact Information

Customer Service Phone: 770.278.7400

Customer Service Fax: 770.918.6514

Email for Submissions: leakadjustments@rockdalecountyga.gov

Once processed, a letter will be mailed regarding the status of the leak adjustment. If a balance remains on your account, please contact Customer Service to discuss payment options and avoid any disruption of service.