

# SAMPSON COUNTY PUBLIC WORKS REQUEST FOR LEAK ADJUSTMENT

Dear Customer,

The Board of Directors for Sampson County Water & Sewer District I and II has amended the Ordinance for said Districts as follows:

A rate adjustment of charges due to a water leak that shall not exceed fifty (50) percent of the difference between the total amounts of the billing period sought for adjustment minus the customer's average water usage. For the purposes of this subsection, the "average water usage" shall be computed by determining the total volume used in the prior three (3) months and dividing that total volume by the number of times the District would typically read the customer's water meter in that three (3) month period.

To be eligible for this rate adjustment, the affected water system must be owned by or subject to the exclusive control of the user and be located between the District's water meter and user's residence or structure. The bill sought for adjustment must exceed five (5) times the customer's highest usage in any single billing period during the twelve (12) months prior to the billing period sought for adjustment.

In order to process your leak request in a timely manner, we have devised a checklist for you. IF NOT COMPLETED IN FULL, YOUR REQUEST WILL BE RETURNED TO YOU.

Utility account number \_\_\_\_\_

Are you the property owner? Yes\_      No\_\_\_\_\_

If not, have you notified the owner? \_\_\_\_\_

Property address \_\_\_\_\_

**Date you became aware of the leak** \_\_\_\_\_

**Date the leak was repaired** \_\_\_\_\_

Attach a copy of repair invoices or receipts.

Attach a letter of explanation if repairs are made by yourself.

Provide the exact location of the leak by drawing a pencil sketch and attaching

it to this request. Daytime Phone Number \_\_\_\_\_

I hereby certify that the information provided above is true and accurate to the best

of my knowledge. Signature \_\_\_\_\_

Owner's Signature \_\_\_\_\_ Telephone # \_\_\_\_\_

The District's representative has the right of access and inspection to determine the leak was repaired. It is a ONE TIME ADJUSTMENT per owner allowable once every two (2) years. If you have any further questions, please call our office at (910) 592-0188.

Sincerely,

Mark Turlington

Public Works Interim Director