



Leak Adjustment Process

This Process is made possible because the Authority has an automated meter reading system which allows us to remotely read each water meter hourly each day. This system allows us to produce reports showing continuous usage on a water meter. Continuous usage is usually a good indicator of a leak on the customer's side of the water meter. However, it does not guarantee that the customer will not receive a high water bill.

The system allows the Authority to generate a leak alarm report each working day. The Authority then attempts to contact all customers that have a leak alarm. The Authority will first attempt to notify the customer of the leak by phone. If we are unable to contact you because the phone number listed on your account is not correct, Authority staff will deliver or mail a notice to the customer's service address.

If you have been notified of a leak alarm on your account this indicates that you most likely have a leak. Please check your toilets, faucets, water heater, and/or service line. If you cannot detect or fix the leak yourself, you will need to contact a plumber. It is the customer's responsibility to contact the Authority as soon as possible to inform staff that you are aware of the leak and have taken the necessary steps to fix the leak.

For any questions you may have regarding adjustments made to your bill after the leak is fixed please see the Authority's Leak Adjustment Policy located on our website at www.etowahwater.org.