



Henry County Water Authority
Billing Department

Application for Leak Discount

Henry County Water Authority (HCWA) offers discounts on customer bills for qualifying water leaks.

In order to be considered for a leak discount the following requirements **must** be met:

1. Customer has **NOT** received a maximum of 2 leak discounts within the last 12 months.
2. The water usage must be at least 100% above the average monthly usage.
3. Leak was repaired within the last 60 days.
4. No discounts for builders on new construction.
5. All forms filled out completely with required documentation. (receipt for materials bought, plumbers receipts, "no receipt form", etc.)

Leak discount request must be submitted in its entirety within 60 days of the repair date. A request submitted greater than 60 days of the repair date will not be accepted.

If you determine that you qualify and wish to apply for a Leak Discount, please complete the Water Leak Discount Request form and return it to Henry County Water Authority as soon as possible with the necessary receipts or support documentation. No action can be taken to process your leak discount until all information on the completed application form is received and accepted by HCWA.

A leak discount is a courtesy and not a guarantee. It is the customer's responsibility to continue to make payments on their account while their Leak Discount Request is under review by the billing department. Failure to make payments could result in disconnection of service.

Please submit Water Leak Discount Request Form and receipt / documentation to:

Henry County Water Authority
Attn: Billing Department
1695 Hwy 20 West
McDonough, GA 30253

Email: billinggrp@hcwa.com
Fax: (678) 583-2875



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Water Leak Discount Request Form

Account Number: _____ Phone Number: _____

Name on Account: _____

Service Address: _____

Briefly describe your leak:

Date leak was repaired:

Was the leak repaired within the last 60 days? YES NO*

If "No", your request **will not be processed.*

Have you attached a receipt/documentation for the leak repairs? YES NO**

***If "No", please complete the "No Repair Receipt/Documentation" form.*

Copies of dated receipts or plumber's invoices documenting the repair or a "No Receipt" form **MUST** be submitted with your completed application, or your request will be denied.

A leak discount is a courtesy, not a guarantee, and will not remove 100% of your overage. It is the customer's responsibility to make payments on their account. It is recommended that the average bill plus half of the high bill be paid at this time. The balance due after the leak discount has been applied will typically be higher than your normal bill amount.

By signing this request, I certify that I understand the terms and conditions and have provided all the required documentation.

Customer Signature

Date

Print Name



Henry County Water Authority

Billing Department

No Receipt Form

Account Number: _____ Phone Number: _____

Name on Account: _____

Service Address: _____

Date leak was repaired:

Please explain what type of leak you experienced:

Briefly describe the repairs made to fix the leak:

Customer Signature

Date

Print Name



Henry County Water Authority

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Sewer Adjustment Request Form
(Pool Fill / New Sod Only)

Account Number: _____ Phone Number: _____

Name on Account: _____

Service Address: _____

Reason for request:

Pool Fill (readings or pool dimensions required) New Sod (receipt required)

Pool Dimensions: _____ or Start Meter Reading: _____

Finish Meter Reading: _____

Pool dimensions or meter readings for pool fill are required to be eligible for a sewer adjustment.

Copies of dated receipts not exceeding the last 30 days for the purchase of new sod is required to be eligible for sewer adjustment.

Failure to provide required documentation will result in the denial of your sewer adjustment request.

Only one sewer adjustment for a pool fill and/or new sod per account per 12 months from the date of the last adjustment issued.

By signing this request, I certify that I understand the terms and conditions and have provided all the required documentation.

Customer Signature

Date

Print Name