

FAUQUIER COUNTY

WATER & SANITATION AUTHORITY

7172 Kennedy Road • Vint Hill Farms

Warrenton, Virginia 20187-3907

Phone (540) 349-2092 • Fax (540) 347-7689



COURTESY LEAK ADJUSTMENT REQUEST

Fauquier County Water and Sanitation Authority may grant a courtesy credit adjustment to a customer's bill for underground leaks, broken irrigation systems or indoor fixture malfunctions, or for an unusually high bill for an unknown cause where no ongoing leak is detected. All Courtesy Leak Adjustments are at the discretion of the Authority and calculated as follows:

1. For underground leaks in Customer's service line:
 - 100% of water and sewer charges in excess of your normal usage average for a maximum of 3 billing periods. Normal usage will be calculated by averaging the 12 months prior to the first month included in the leak adjustment. If your account is new and we have no history, 7000 gallons per month will be used.
2. For all other leaks, including those inside a customer's primary building or structure, or outdoor irrigation system leaks, credit will:
 - 66% of all water and sewer usage charges in excess of your normal usage for a maximum of 3 billing periods. Where it can be clearly demonstrated that a leak did not enter the sewer system, staff may credit up to 100% of sewer usage charges in excess of the customer's normal usage.
 - To be eligible, you cannot have received a Courtesy Leak Adjustment within the last five years.
3. Courtesy unknown loss adjustments where no ongoing leak is detected are only offered on a one-time per account basis and may be granted at the discretion of the Authority after thorough review. You must provide proof that a contractor or plumbing professional has verified that no leaks are present and you have not previously received a courtesy adjustment from FCWSA on your account.
 - 66% of water and sewer charges in excess of your normal usage for 1 billing period. Adjustments will be capped at \$2500.

This form must be filled out and returned to our office or emailed to customerservice@fcwsa.org, along with copies of receipts for leak repairs or a receipt for inspections as required for consideration of any adjustments.

FCWSA Account # Daytime Phone #:

Customer Email Address:

Date Leak Discovered: Location of Leak:

Cause of Leak:

Date Repaired:

Details of Repair:

Service Address:

Customer's Signature _____