



Water Leaks

Do I Have a Leak?

Cobb County Water System (CCWS) provides a 13-month consumption graph on the monthly water bill. A spike on the graph could indicate a leak if you have not changed any water habits such as increased people in the home, irrigation, home improvements, or pool filling.

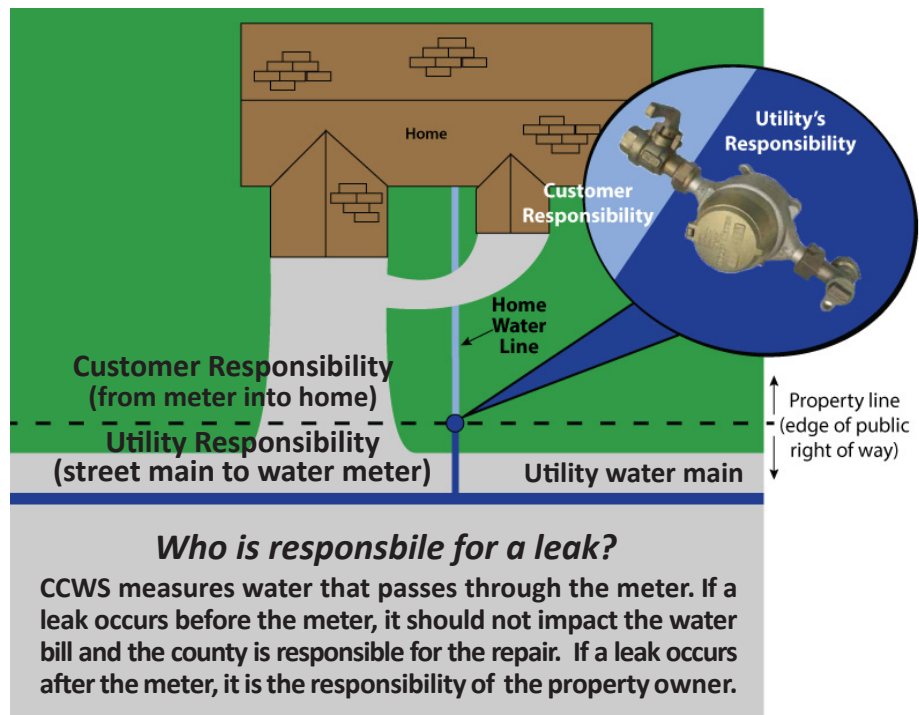
Meter Reading Tips

The reading on your meter should be equal to or greater than the “present reading” on the current bill. If the meter is lower, this indicates a misreading of the meter. Contact Customer Service at 770-419-6200.

If you suspect a leak:

- There is an arrow or triangle on the meter. If this is spinning and no water is being used, you may have a leak.
- To locate the source of the leak, turn off all water fixtures and the whole house shut off. If the meter continues to spin the leak is most likely in the service line from the meter to the house.
- If the meter is not spinning, it could be an intermittent leak.
- Turn off all water in the home (including the ice maker) and take a reading. Wait an hour without using water and take another reading. If the meter reading went up, you may have a sporadic leak.

Visit www.cobbcounty.org/water/customer-service/leaks for more information on leaks and how to detect them.



Who is responsible for a leak?

CCWS measures water that passes through the meter. If a leak occurs before the meter, it should not impact the water bill and the county is responsible for the repair. If a leak occurs after the meter, it is the responsibility of the property owner.

Leak Credit Explanation

CCWS offers a partial credit to lessen the financial impact of severe water leaks. This credit can be applied once in a rolling 12-month period when the water use in the same month of the previous year exceeds 150%. For example: a leak in January of 2019 would be calculated based upon 150% of water used in January 2018. The credit is a partial water credit (the difference between the wholesale cost of water and the retail cost of water). A full credit for sewer charges (up to the same 150% benchmark) is given if the water from the leak does not go into the sewer system (Example: outside leak). A partial credit for sewer is given if the water from the leak goes into the sewer system (Example: toilet valve leak).

CCWS purchases water wholesale from Cobb County-Marietta Water Authority. **There is no credit available for the wholesale cost of water. Plumbing costs for repairs are never considered when calculating leak credits.** All costs associated with a plumbing failure, including water and wastewater costs, are the sole responsibility of the property owner.

Example of a Leak Credit Calculation

If a property owner's bill was higher than expected due to a leak that was repaired by that owner, then a leak credit application can be submitted.

Current Bill - January 2019 Water Bill

36,000 gallons billed (with leak)

Water Bill: **\$383.11**

Comparison Bill - January 2018 Water Bill

4,000 gallons billed (without leak)

150% = 6,000 gallons (150% x 4,000)

30,000 gallons credit (36,000-6,000)

Bill Credit - varies based on volume

Water Credit: \$71.88 (for 30,000 gallons)

Sewer Credit: \$162.30 (if outdoor leak)

Total Leak Credit - **\$234.18**

Current Bill - Leak Credit Applied = Balance
(\$383.11 - \$234.18 = \$148.93)

Remaining Balance Due: \$148.93