



Hanover County Water Leak Report

Date: _____ Account Number: _____

Account Name: _____

Address: _____

Email Address: _____

Phone Number: (Home) _____ (Cell) _____

Date Leak was Discovered: _____ Date Leak was Repaired: _____

Are you currently a Bank Draft customer? YES NO If Yes, would you like your Bank Draft suspended? YES NO
*****If you suspend Bank Draft it will be the customer's responsibility to reestablish bank draft service.*****

To expedite the processing of your Water Leak Report, please complete the information below:

How did you become aware of your leak? _____

Was there visual evidence of a leak, if so please explain: _____

Was the leak inside or outside the structure? _____

Did the leak occur in an irrigation system? _____

Did the leak occur in a valve/spigot? _____

Did the leak occur in a swimming pool or pump? _____

Did the leak occur in equipment or due to a mechanical malfunction? _____

Has a previous leak report been submitted for this service address? _____

Repairs Completed By: *(copies of receipts for repairs required)* _____

Description of leak and completed repairs *(for more space, please use the back of this form)*: _____

I hereby certify that the above information is true and complete. I understand and acknowledge that I am responsible for prompt payment of all water and sewer services billed by the Hanover County Department of Public Utilities. I further understand that submission of this leak report is a request for consideration for a leak credit under Hanover County Code Sec. 23-64 and does not relieve me of responsibility for payment for water and sewer charges.

Date

Signature

Incomplete Leak Reports and Leak Reports submitted without a receipt for repairs will be returned to the customer without review.

If a second leak occurs after repairs completed by a homeowner (rather than a licensed professional plumber), an additional leak credit may not be considered.

Irrigation systems place a homeowner at a higher risk for leaks. Credits will not be approved for leaks related to use of an irrigation system. Regular maintenance by an irrigation professional as well as regular inspection is highly recommended to detect and promptly repair leaks.

HANOVER COUNTY WATER CODE

Sec. 23-64. All metered water to be charged for.

Beginning with the installation of the meter, with the exception of water used for fire protection, all water passing through a meter will be charged for, whether used or wasted; provided, however, where leaks occur in water pipes or metered services and the owner, agent or tenant promptly makes all necessary repairs, the director may rebate the amount in excess of double the amount of the average monthly or bimonthly consumption for the premises. Such average consumption shall be determined by averaging six (6) previous bills, provided sufficient consumption history is available. Otherwise the rebate calculation shall be based on double the first full billing period after all necessary repairs have been completed. No rebate shall be allowed for leaks attributed to irrigation systems.