



Application for Leak Adjustment

Leak Adjustment Requirements

Effective June 11, 2026, the following conditions apply to leak adjustments authorized to be executed by Central Alabama Water ("CAW"):

1. This policy only applies to potable water usage by residential customers of CAW.
2. It is the customer's responsibility to maintain their own plumbing in fully working order.
3. Customers shall receive no more than one (1) leak adjustment during any thirty-six (36) month period.
4. Adjustments on water bills will NOT be considered for any of the following:
 - Inactive accounts.
 - Delinquent accounts at the time of the leak.
 - Requests from any individual(s) not the CAW account owner.
 - Negligent acts resulting in excessive water consumption.
 - Leaks related to swimming pools or irrigation.
 - Leaks representing less than a 50% increase above average monthly consumption.
5. Customers must present detailed and compelling evidence including a thorough description of the leak from a licensed plumber, copies of receipt(s) for materials/labor, and clear photo documentation that the leak causing the excess consumption has been repaired before any adjustment will be made. If a customer has a private irrigation meter, they must also submit a clear photograph of the current private irrigation meter reading.
6. CAW shall not make any adjustments if leak(s) are not repaired within thirty (30) days following the billing date and if all required documentation has not been submitted to CAW within forty-five (45) days following the billing date.
7. In the event of a qualifying leak adjustment, the customer will be responsible for paying their adjusted bill. The adjusted bill will be calculated as the average of the previous twelve (12) months of consumption prior to the consumption month where the leak(s) occurred. In any case where a customer experiences a leak before they have established twelve (12) months of usage data, an adjustment will not be made until three (3) months of consumption have occurred following repair of the leak(s).
8. Final determination of the validity of the leak adjustment claim materials shall be at the sole discretion of CAW. Any requested adjustment of \$100 or more will require two CAW employees to review and confirm the submitted evidence; any requested adjustment of \$500 or more will additionally require CAW Manager approval; and any requested adjustment of \$1,000 or more will additionally require CAW Chief Financial Officer approval.

Application for Leak Adjustment

Please complete this form in its entirety and allow 8 to 12 weeks for your account to be processed.

Name *

First Name

Last Name

Address *

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Date *

Month Day Year

Phone Number *

Please enter a valid phone number.

Customer Account Number *

Where is the leak located: *

Inside the house

Between the house and the water meter

Other

Provide a thorough description of the leak from a licensed plumber. *

Do you have a private meter? If yes, please refer to item 5 in the Leak Adjustment Requirements section. *

No

Yes

If you have a private meter, in addition to completing this form, also complete the Private Meter Reporting Form:

<https://www.jotform.com/build/250833777446063>

Date of Repairs *

Month Day Year

STOP HERE

Do not write below this line.

3600 First Avenue North, P.O. Box 830110, Birmingham, AL 35283-0110 / Phone: (205)244-4000 / Website: www.caw-al.gov

From the records of the Central Alabama Water

	Date Read	Consumption	Excess Usage
1			
2			
3			
4			
5			

6

7

8

Total Units Billed

Credit (ccf/tgal)

Less (ccf/tgal)

Average

Amount

Modification

By

Supervisor

Date

Month Day Year