

GALLATIN PUBLIC UTILITIES

Water Sewer & Natural Gas

239 Hancock Street

Gallatin, TN 37066

Phone: 615-451-5922 Fax: 615-452-0568

Water/Sewer Leak Adjustment Policy

A written leak adjustment request must be made for each adjustment. Forms, furnished by the Department, shall be submitted stating the information required to process the request.

To qualify for a leak adjustment the water usage must be a minimum of 1500 cubic feet and the water usage shall be a minimum of 100 percent above the average monthly usage. The average monthly usage shall be defined as the average normal consumption for the previous three (3) months.

Gallatin Public Utilities shall collect the average water and sewer bill, 50 percent of the excess water charges, but will not collect the excess sewer charges.

One leak adjustment per customer per year is permitted. A year shall be defined as a twelve (12) month period.

A leak adjustment can only be made on the billing for a one (1) month period. In the event a leak covers multiple billing periods, the higher bill of the months can be adjusted.