



Aqua New Jersey, Inc.
 762 W. Lancaster Ave
 Bryn Mawr, Pa 19010
 Attn: New Jersey Leak Adjustments
 Fax: 866-665-2697
 Email: ACONJ@Aquaamerica.com

NEW JERSEY LEAK ADJUSTMENT REQUEST FORM

Aqua is not responsible for leaks that occur at the customer’s property. However, Aqua may grant a onetime leak credit adjustment to an account when a major leak has occurred on the customer’s *service line* which requires repairs and has caused significant excessive increase in consumption. Before Aqua will consider granting an adjustment, the leak must be repaired and the appropriate written documentation must be provided to Aqua. Receipt of documentation in and of itself does not qualify a customer for a credit. A review of your documentation will determine if a credit can be granted. If your request is denied, you will be notified in writing.

A onetime adjustment will be considered for a leaking toilet fixture. This adjustment will be based upon fifty percent (50%) of the excess in billed amounts as calculated from the previous three consecutive billing periods. Adjustments will not be considered for new construction where the permanent resident has occupied the property for less than one year.

Please complete, sign and return this form to Aqua along with copies of repair bills and receipts that confirm the repair work that was done.

If approved, the credit will appear on your billing statement. Please allow two billing cycles for an approved adjustment to appear on your bill.

The possibility of a credit adjustment will not prevent collection action on past due balances.

Aqua may only grant one leak adjustment per account.

Customer Name: _____
(Please Print)

Service Address: _____

City: _____ State/Zip: _____

Account Number: _____

Date Leak Fixed: _____ Phone No.: _____

Billing Month(s) Affected: _____

Customer Signature: _____ **Date:** _____