

Mail to:
PO Box 2748
Georgetown, SC 29442

PO Box 2730
Pawleys Island, SC 29585



Drop off at:
4145 Highmarket St.
Georgetown, SC 29442

456 Clearwater Dr.
Pawleys Island, SC 29585

Please submit the completed form to: customerservice@gcwsd.com

ADJUSTMENT REQUEST

The number of adjustments is limited to ONE within a twelve-month consecutive period and must be submitted within ninety days of the discovery of the issue. If you request an adjustment for a leak, large or small, you may not be eligible for an additional adjustment in the future. No action can be taken to process your adjustment until all information is completed and received by GCWSD. The balance due will typically be higher than your unusual bill amount.

Please allow 2 – 4 weeks for processing. If approved, the adjustment will be reflected on your next monthly statement. You may also check the status of your request by logging in to your account at www.gcwsd.com or by contacting our Customer Service Department.

Name: _____ Account Number: _____

Service Address: _____ Daytime Phone: _____

Email Address: _____ Location of Leak: _____

Date you first noticed leak: _____ Date of Repair: _____

Have you attached a receipt/documentation of the repair? YES ☐ NO ☐

Please explain the nature of the leak and describe repair? _____

Repair was made by: Plumber ☐ (attach receipt) Relative ☐ Self ☐ Other ☐

Please provide any information below (or on attachment) that will assist GCWSD in evaluating your request:

Account Holder Signature: _____ Date: _____

Phone Number: (843) 546-8408 • Fax Number: (843) 546-5836

HOW DO I KNOW IF MY BILL QUALIFIES FOR AN ADJUSTMENT?

Circumstances that will NOT qualify for an adjustment:

- Power washing
- Watering garden or lawn (not including new sod)
- Toilet leaks
- Ruptured hoses
- Hoses left running
- Bills that are not 200% of average bill
- Unexplained usage
- Unauthorized usage such as nearby construction or neighbor
- Watering grass seeds
- Faulty valves or float valves
- Hot tub fills
- Broken hose bibs
- Broken spigots
- Watering shrubbery

Circumstances that MAY qualify for an adjustment:

- New sod (receipt must be provided)
- Service line leak
- Leaks in wall, under building or slab
- Swimming pool fill (one in a 12 month period, sewer portion of bill only)
- Theft as stated in a police report
- Irrigation line leak