



## **Leak Credit Request Procedure**

- All leak credits will be reviewed on a case by case basis.
- The determining factor of whether or not a customer will receive a leak credit is whether or not the 'Leak' went into the sanitary sewer.
- The customer **must** send in a written request for a 'Leak' credit detailing the duration, location and steps taken to repair the leak along with any other pertinent facts.
- To support the customer's request, they must provide all documentation of the leak including but not limited to-plumber/contractor receipts, photos, insurance claim documents, etc.
- Once all the above information is submitted, pending further review by the department supervisor a determination will be made if a "One Time Leak Credit" will be issued.
- You can send everything via my e-mail [kirsten.pastrick@alcosan.org](mailto:kirsten.pastrick@alcosan.org) or U.S. Postal to Alcosan, 3101 Preble Avenue, Pgh, Pa. 15233 Attn: Kirsten Pastrick also send a copy of all documentation to the Authority's office to CTMA, 2418 Hilltop Road, Suite 200, Presto PA 15142.