



Jefferson County Environmental Services

Jefferson County Environmental Services Department Sewer Administration Leak Adjustment Criteria Updated: October 1, 2025

Jefferson County Environmental Services Department (ESD) administrates a majority of the sanitary sewer collection system in the Birmingham/Hoover Metropolitan Area. ESD allows leak adjustment credits in “some limited hardship circumstances”. Please note that the following information indicates a basic overview of the methods by which requests for leak adjustments are both “validated & processed” by Jefferson County ESD for sewer credit:

1. Residential sewer service customers are eligible to receive leak adjustment credit based on their volumetric (consumption) sewer charge within a given twelve (12) month period. Non-residential sewer service customers are eligible to receive the same leak adjustment credit under more stringent evaluation. In all cases, “repeated applications” for credit are more severely scrutinized.
2. Leaks should be repaired within one hundred-eighty (180) days of the sewer customer having received a water bill indicating “excess usage”. The customer must submit within a three hundred sixty-five (365) day limitation, an “Application For Adjustment Of Sewer Service Charges” to the Jefferson County Sewer Administration in order to be considered for the hardship credit. In cases wherein a customer requesting leak credit has a private meter, “a special current reading of that meter” must be submitted along with the leak application, regardless of the time of prior submission, in order to allow accurate credit correlation.
3. Any leak of domestic water that “does not” return to a sanitary drainage system at a premise, which is a part of the permanent plumbing system, and is subsequently repaired within the given time frame may be eligible for credit, subject to approval by an authorized agent of Jefferson County. Examples of such repairs are: partial or total replacements of water service lines, interior water distribution lines, water risers, water heaters, pressure regulating valves (PRV), temperature and pressure relief valves (T&P), water supply lines, water stop valves (cut-offs), ice maker lines, etc.
4. Leaks that “do indeed return to waste drains are not credited” because they leave the dwelling via a Jefferson County Sewer and are therefore subject to sewer charges due! Some examples of requests subject to denial are: interior faucets, tub and showers valves, toilet flappers, toilet ballcocks, etc.



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5. Note that exterior hose bibs are credited when broken, but hose pipes are not, as they are not a part of the permanent plumbing system. Further note that a burst hose is considered user oversight, cannot be substantiated, and therefore should not be the responsibility of Jefferson County.
6. A washing machine manifold, pump, and/or washer hoses may qualify under a “rule exclusion” when a repair, or replacement can be substantiated by the water user.
7. Any plumbing invoice which contains multiple repairs, some of which may be allowed, and some disallowed, shall be credited in a manner consistent with the percentage of work performed on the invoice, or as indicated on the receipt. Example: A water service repair and a toilet ballcock repair on the same invoice equals 50% credit to be issued.
8. In all cases, a repair must have taken place in the time frame as indicated above in item 2, an “Application For Adjustment Of Sewer Service Charges” must be completed in its entirety and returned via mail, or in person to one of the Jefferson County Sewer Administration Offices along with a dated and descriptive plumbing repair invoice, or a receipt in cases when the owner completes their own repairs.
9. On average, sewer credits are processed within eight weeks. However, this time frame is totally dependent upon the customer’s meter read date, billing date and/or the date in which the usage consumptions can be verified having returned to the customer’s normal average. In the event both sewer and water charges are billed via the water provider, it shall remain the responsibility of each customer to make payment arrangements directly with their respective water provider until such time that their credit application is processed.



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RETURN TO:
JEFFERSON COUNTY ESD SEWER ADMINISTRATION
716 RICHARD ARRINGTON BOULEVARD NORTH - SUITE A300
BIRMINGHAM, ALABAMA 35203
PHONE: (205) 325-5138

APPLICATION FOR ADJUSTMENT OF SEWER SERVICE CHARGES

To allow for excess water usage due to defective piping. Please allow 8 weeks for processing.

Customer Name: _____ Phone#: (____) _____

Address: _____

Sewer Account #/ Route #: _____

Plumber's Name: _____ Phone #: (____) _____

Plumber's Address: _____

Date of Repairs: _____ Signed: _____

MUST ENCLOSE A COPY OF THE PLUMBER'S INVOICE OR PARTS RECEIPT

STOP HERE
DO NOT WRITE BELOW THIS LINE

From the records of the Water Works Board:

Date Read	Consumption	Excess Usage	Date Read	Consumption	Excess Usage
_____	_____ =	_____	_____	_____ =	_____
_____	_____ =	_____	_____	_____ =	_____
_____	_____ =	_____	_____	_____ =	_____
_____	_____ =	_____	_____	_____ =	_____
_____	_____ =	_____	_____	_____ =	_____
_____	_____ =	_____	_____	_____ =	_____

TOTAL UNITS BILLED: _____ CREDIT: _____ (ccf/tgal) LESS - _____ (ccf/tgal)

AVERAGE: _____ AMOUNT: _____ MODIFICATION: _____

DATE: _____ BY: _____ SUPERVISOR: _____