

City of Montesano



112 N Main Street

Montesano, WA 98557

Telephone (360)249-3021 Ext. 105

Water Leak Adjustment Form

Name _____

Account Number _____

Inside City Limits

Outside City Limits

Billing Address _____

Service Location _____

Service Address _____

Date _____

Telephone Number _____

Date Leak Occurred _____

Date Leak Repaired _____

REPAIR DESCRIPTION: PARTS AND REPAIR RECEIPTS OR CONTRACTOR INVOICE REQUIRED

<p>DESCRIPTION OF THE LEAK AND THE ACTION TAKEN TO REPAIR:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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Copy of Repair Receipts Attached
(If repaired by owner/tenant)

Copy of Contractor Invoice Attached
(If professionally repaired)

Please note: Completion of this form does not guarantee an adjustment will be made to your water bill. Once the review is complete, you will receive notification of the results from the billing office. I have read, understand, and agree with the leak adjustment guidelines.

Signature _____ Dated: _____

Leak Adjustment Policy Criteria

1. The customer experiences a bona fide leak in pipes within the customer owned water system between the meter and outside of home.
2. The leak acknowledged by City staff and its repair verified by a City field visit.
3. The customer completes repair of the leak within 30 days they may submit for a leak adjustment.
4. The customer submits a completed Water Leak Adjustment Request Form to the City after said billing date. All billing payments must be kept current to avoid late payment penalties.
5. The formula for adjustment is established by base rate plus classification (see attached). The first 400Cf are included in the base rate, over that amount will be charged \$1.35 per 400 c.f., or per 4 units. Excess will be charged at a rate of \$1.90. Credit=Total Bill-CA-(Consumption Average plus Base Rate*.50) Regulated by Water Rate Class. Final adjustment will be approximately 50% of the overage, and the above average consumption.
6. Leak adjustments will only be approved once in a two year period.

FOR OFFICIAL USE ONLY:

Billing period applied: _____

Total Leak Consumption: _____

Average Consumption: _____

Total Consumption Adjusted: _____

Current Billing Amount: _____

Adjustment Amount: _____

Prepared By: _____ Approved By: _____ Date: _____

Internal Policy for Leak Adjustments

Definition of a leak: A leak is a physical break, malfunction, or failure in any outside line located between the meter and the structure, as well as a rupture leak under a structure. Leaky toilets, taps, hoses, etc. are not leaks and will not be considered for an adjustment.

- 1) If staff locates leak, the property owner will be notified.
- 2) If customer notifies the city, the director or designee shall review the leak, and make recommendations.
- 3) In order to be considered for a leak adjustment, the customer must fix leak within 30 calendar days of the notification date.
- 4) To qualify for an adjustment, all sales, repair payments and infrastructure changes must be documented with receipts and attached to the leak adjustment form.
- 5) If the customer fails to make the necessary repairs, and it is a water loss issue for the city, another 7 day notice will be sent. If the leak is not repaired, the water will be turned off.
- 6) The resolution states one leak adjustment will be given in a 24 month period. (2 calendar years.)
- 7) Bill will be calculated as follows: $\text{Credit} = \text{Total Bill} - \text{Consumption Average plus Base Rate} \times .50$.
- 8) Sewer will be evaluated as follows: an average of the comparative 3 billing and formula will be as calculated in #7.