



## **LEAK ADJUSTMENT POLICY**

The City of Redmond allows a customer one leak adjustment per meter in any two year period.

Leaks are required to be repaired within 30 days of discovery. If a property owner is unable to make the repair within that time period, the City must be notified of the expected repair date or arrangements must be made to have the water shut off. Failure to contact the City may result in service being terminated, penalties per RMC 13.24.010 and/or a denial of a leak adjustment.

Leak adjustments are calculated on a maximum of two billing periods (4 months) for residential accounts, and a maximum of three billing periods (3 months) for commercial accounts.

If the leak occurred on the City's side of the meter, or is due to a malfunction of the water meter, the customer will not be responsible for any excess water charges beyond the consumption for the same billing period from the previous year.

### **Adjustment Request Procedure**

Complete the leak adjustment request form (next page) and submit it to the City within 120 days of the completed repair. If you need a copy of the form, you may request one from the City of Redmond Utility Billing department by:

Phone:	425-556-2152
Fax:	425-556-2909
E-mail:	<a href="mailto:utilitybilling@redmond.gov">utilitybilling@redmond.gov</a>
In Person/Mail:	City of Redmond Utility Billing 15670 NE 85th Street PO Box 97010 Redmond, WA 98073-9710

### **Adjustment Methodology**

If an adjustment is warranted, any excess consumption above the typical consumption amount will be discounted down to the next tiered residential rate for the service area. Because the City still pays for the water used during a leak, we cannot credit back the full costs. Credit may be given for the excessive Tier 2, Tier 3 and Tier 4 rates above your normal usage. The adjustment will be based on the date of repair using the same billing period from the previous year. If consumption history is inconsistent, the average consumption from the same billing period of the prior three years will be used. No adjustments are made for consumption differences of 1,500 cubic feet or less. For new utility customers, without sufficient usage history, it may be necessary to establish additional consumption history before an adjustment can be made.

The City does not adjust or reimburse for any parts or repair costs that were incurred because of the leak.

### **Commercial Sewer Accounts**

Commercial accounts may also qualify for an adjustment to Redmond wastewater and King County wastewater treatment charges that are based on water consumption. An adjustment for wastewater charges can be made for the leak adjustment period only if the water did not enter the sewer system. For example, a toilet leak would be ineligible.

### **To qualify for a leak adjustment the following conditions must be met:**

- The leak must be permanently repaired within 30 days of discovery or contact made with the City to document when the repair will be made.
- The completed "Leak Adjustment Request" form and proof of repair in the form of a paid vendor invoice or receipt, must be submitted to the City's Utility Billing division within 120 days from the final repair.

Customers will be contacted if their request for a leak adjustment is not approved or if additional information is required.

In the event of a dispute over an adjustment, a utility customer may request a meeting with the City staff empowered to resolve the billing dispute.

**CITY OF REDMOND**

MS: 3NFN, PO BOX 97010, REDMOND, WA 98073-9710

**LEAK ADJUSTMENT REQUEST FORM**

**Utility Billing Phone Number: 425-556-2152**

**Utility Billing Fax Number 425-556-2909**

Today's Date: \_\_\_\_\_

Account Number: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Cell/Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

**The leak must be permanently repaired and documentation of the repair in the form of a paid invoice or receipt must be provided before an adjustment will be considered.**

Approximate date leak appeared: \_\_\_\_\_

Date leak repair was completed: \_\_\_\_\_

**Type of documentation for repair:**

Paid Invoice: \_\_\_\_\_

Receipt: \_\_\_\_\_

Where on your property was the leak located: \_\_\_\_\_

Description of the leak and repair: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**By signing this form, I acknowledge that I have read the City of Redmond's Leak Adjustment Policy.**

**Customer Signature:** \_\_\_\_\_