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## Water and Sewer Leak Billing Adjustment Request Form

(Please review procedures for adjusting water and sewer bills on the reverse side before submitting this form)

I am requesting the City of Ilwaco reduce the water and sewer bill for this account, to the extent allowed by city ordinance, because of a leak beginning on \_\_\_\_\_ (date) and repaired on \_\_\_\_\_ (date).

I, the undersigned, certify, that the water lost from this leak was not used by anyone.

Name: \_\_\_\_\_ Account No: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

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

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

Was leak due to failure of internal plumbing (e.g. leaking faucets, leaking toilets, leaking appliances):  Yes  No

If Yes, did leaked water enter the sewer system:  Yes  No

Type of leak on customer's side of meter: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please attach documents of repairs made and write a brief description of repairs made:

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please return signed and completed form to: City of Ilwaco, PO Box 548, Ilwaco WA 98624

### **13.04.085 Leakage—Procedure for adjusting water and sewer bills.**

#### **A. Leak Adjustments.**

1. In the event a leak or failure of a private water system or private service between the meter and the structure located on private property results in excess consumption, the city may, through a determination of the city administration, provide for a billing adjustment to credit that portion of the overcharge in excess of three hundred percent (300%) of the average charge, calculated as a result of the leak.

2. Leaks due to failure of internal plumbing are not generally covered by the provisions of this section. This includes leaking faucets, leaking toilets, leaking appliances, etc. However, leaks due to failure of internal plumbing that do not contribute to the sewer system may be excluded from the sewer average per Section 13.04.085.A4.

3. The resulting bill shall be computed using the volume consumed in a billing period when there is a leak that yields a charge that is in excess of the three hundred percent (300%) of the average charge for water during the same billing period up to the prior three (3) years on that same meter. If for any reason there is not history of three (3) years, then the entire water consumption history of less than three (3) years shall be used and may adjust the average under unusual circumstances.

4. For residential accounts, if a water leak occurred during the months of April, May, October or November of the previous year, the month in which the leak occurred shall be excluded from the sewer averaging for the current year. For commercial accounts, if a water leak occurs, the water consumption for the previous two months will be averaged and applied to the sewer commodity rate for the month in which the water leak occurred.

**B. Billing Periods Covered.** In the event a leak goes undetected or initial repairs are not successful and the leak extends into multiple billing periods, an adjustment can be made on up to two (2) consecutive billing periods that are impacted by the leak.

**C. Time for Application.** Application for a leak adjustment must be made within thirty (30) days from the postmark on the last bill consistent with the provisions of subsection B of this section. However, if an unreported residential water leak occurred in the previous year, an applicant may request an adjustment to their sewer average before April 1 of the current year.

**D. Failure to Respond to Evidence of a Leak.** If, at any time, the city notifies the owner of a possible leak, or if the owner knows of a leak, and if the owner or account holder fails to react in fifteen (15) days, or other reasonable time as determined solely by the city, the city may determine that some part or all of the leak adjustment per subsection A of this section may be disallowed.

**E. City Form Required.** Application for a leak adjustment must be made on a form approved by the city and directed to the city administration.

**F. Frequency of Leak Adjustments.** No more than one (1) application for credit may be considered by the city per water meter in any thirty-six (36) month period, unless consolidating applications for two (2) consecutive billing periods per subsection B of this section.