



CITY OF TUKWILA ADMINISTRATIVE MANUAL

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TITLE: UTILITY LEAK ADJUSTMENT POLICY

PURPOSE: To provide a procedure for approval, calculation and adjustment of water, sewer and sewage treatment charges (Single Family & Non-single family account classifications) where excessive water consumption can be attributed to a water leak.

ORGANIZATION AFFECTED:

REFERENCES:

POLICY:

1. The property owner, or their agent, must request the adjustment in writing by completing a request form located at the Finance Department in City Hall or on the City's website. This request form must be submitted to the Finance Department within 90 days of the billing month in which the leak first occurred in order to receive any adjustment. A leak is defined as a broken water pipe on the service line between the City's meter and the structure. Required information shall include:
 - a. Name of property owner or their agent, service address where leak occurred and account number
 - b. Description of leak and date repaired
 - c. Copy of repair bill or materials receipts
 - d. Signature of property owner or their agent
2. Upon receipt of the completed request form, a representative of the City Public Works department may confirm, through visual inspection, that the leak has been repaired.
3. Following confirmation of repair, Finance personnel will adjust no more than two billing cycles (2 months). Single-family account types will have water only adjusted. Non-single family account types, where the customer's sewer bill is based on the water consumption, will be allowed an adjustment to the water, City sewer and sewage treatment charge, provided it can be confirmed to the satisfaction of the Finance Utilities Supervisor that the additional water volume was due to the leak and did not enter the sanitary sewer system.
4. The consumption used to determine the leak adjustment amount will be the actual consumption from the same billing cycle of the previous year except for situations described in number 5.
5. For property owners who have been owners for less than one year, or in situations where the current tenant did not occupy the same space in the previous year, the consumption used to determine the leak adjustment amount will be one of the following, depending on the circumstance:
 - a. An average of the water consumption in the three-complete billing cycles immediately preceding the bill cycle in which the leak began.
 - b. In the absence of three complete prior billing cycles, water consumption after the leak repair is complete can be used to estimate consumption during the leak period.

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6. One leak adjustment per 36-month period per account will be authorized.
7. The leak adjustment calculation will be as follows:
 - a. For water, 50% of the excess consumption for all account types. Approximately 50% of the water charge is to recoup the cost of water to the City. Therefore, only 50% of the excess consumption is eligible for adjustment.
 - b. For sewer, 100% of the excess consumption for commercial/industrial account types only. For residential and multi-family accounts the billing amount does not change from month to month, therefore, no adjustment is necessary for residential or multi-family accounts.
 - c. For sewage treatment, 100% of the excess consumption for both multi-family and commercial/industrial account types. The amount charged for residential accounts do not change when water consumption changes. Therefore, no adjustment is necessary for residential accounts.
 - d. The maximum adjustment given by the City, regardless of the results of the calculations outlined in 7a through 7c shall be \$800.00.
8. Property owners will be eligible for a leak adjustment if the total dollar amount of the adjustment is greater than \$30.00 but not to exceed \$800.00.
9. Leak adjustments shall have the following required approvals:
 - a. \$500.00 or less – Finance Utilities Supervisor
 - b. Greater than \$500.00 and up to \$800.00 – Finance Director

Title: UTILITY LEAK ADJUSTMENT POLICY

Initiating Department: Finance

Effective Date: 3/18/13

**Supersedes:
10/05/2009**

Mayor's Office Approval Signature:

