

## **WATER LEAK ADJUSTMENTS**

### Lynnwood Municipal Code 13.34.090 Billing Adjustments

The public works director together with the finance director shall establish regulations and procedures for making adjustments to the quantity of water and sewer from which billings are calculated in situations where a customer reports a leak in their private system. These regulations and procedures shall establish the criteria to be used in consideration of an adjustment, the method to calculate the adjustment, and the frequency with which adjustments will be considered. (Ord. 3393 § 2 (Exh. B), 2021; Ord. 3024 § 18, 2013)

### **General Guidelines**

1. The City of Lynnwood allows one leak adjustment per meter per 24-month period, regardless of changes in property owner, manager, or occupant. Residential and commercial accounts are eligible.
2. Charges can be adjusted for up to three billing periods (six months).
3. The City of Lynnwood purchases its water from the Alderwood Water and Wastewater District (AWWD) at a wholesale rate. When a leak adjustment is calculated, the City's charge to the customer for water will be reduced to the wholesale rate paid by the City.
4. In calculating a leak adjustment, City staff will consider historical and/or typical consumption levels.
5. The City does not provide reimbursement for the cost(s) of repair, or other costs resulting from a water leak.
6. The approved leak adjustment amount will be applied to the utility account's balance due, which may result in a credit toward future charges. Only in instances of account closure will the City consider providing a monetary refund.

### **Applications for Leak Adjustment**

1. A complete Leak Adjustment Request with documentation must be submitted to Utility Billing as soon as possible following the repair. Property owners or third parties can submit the request and supporting documentation in person or by email. Documentation MUST include invoice(s) or receipt(s) for repair work and/or parts.
2. The property owner will be notified of the City's action on the application for adjustment, or if additional information is required. City inspection of the repaired service line may be required.
3. It may take more than 7-10 business days to fully process a Leak Adjustment Request. Customers are responsible for paying current and new charges while an application is being processed.
4. In the event of a dispute regarding a City action upon a Leak Adjustment Request, the property owner may submit a written request for reconsideration with supporting evidence for consideration by the finance director.

LEAK ADJUSTMENT REQUEST

Name \_\_\_\_\_ Date \_\_\_\_\_

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

Mailing Address if different from above \_\_\_\_\_

Email \_\_\_\_\_ Phone # \_\_\_\_\_

Account # \_\_\_\_\_ Customer # \_\_\_\_\_

I certify that I am the  Owner  Tenant

- I have repaired all leaks and I am requesting a leak adjustment.
- I have attached a copy of repair, parts receipts and a note of explanation.

Please check what was done to repair your leak: Describe repair: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date of repair: \_\_\_\_\_Return completed request form with any attachments:

- **EMAIL:** [ub@lynnwoodwa.gov](mailto:ub@lynnwoodwa.gov)
- **MAIL:** City of Lynnwood Utility Billing - 19100 44<sup>th</sup> Ave W, Lynnwood, WA 98036
- **DROP-OFF:** Utility Billing drop box in City Hall parking lot.

You will be notified about the status of your leak adjustment as soon as your application is processed.

Please- Do not write below-City Use Only

- Repair confirmed.
- Adjustment approved.
- All leaks are not repaired. Customer notified.
- Prior leak adjustment? Date \_\_\_\_\_
- Adjustment denied. Reason \_\_\_\_\_

Notes: \_\_\_\_\_  
\_\_\_\_\_