



LEAK ADJUSTMENT REQUEST FORM

Name _____ Phone Number _____

Service Address _____ Account Number _____

Leak adjustment request form **must** include copies of invoices, receipts and or pictures showing repairs have been made. See other side for the City of Kelso ordinance and important information regarding what qualifies for a leak adjustment and the appeal process. Return all completed information to the City of Kelso Finance Department.

Date Leak Discovered: _____ Date Leak Repaired: _____

Location of leak and description of repairs made:

Please include as much detail as possible. Attach a second piece of paper if necessary.

By signing below I acknowledge the above information to be true and correct and I further understand that if approved for a leak adjustment I will not be eligible for another adjustment for a period of 24 months.

Signed: _____ Date: _____

See other side for City of Kelso Ordinance

13.04.225 Water and Sewer Leak Adjustment Guidelines

- A.** **No leak adjustment will be provided unless the billing is at least double the normal calculated average.** Customers are expected to be responsible to inspect and protect their own water systems for compromises caused from age, freezing weather or worn-out fixtures. There will be no water leak adjustments for these causes.
- B.** When more than one leak adjustment is requested within a twenty-four-month period, a professional written report documenting and positively affirming the integrity of the owner's water system will be required prior to considering additional requests.
- C.** There will be no water or sewer adjustments for irrigation or visible inside fixture maintenance leaks: *including but not limited to Water Heaters, toilets, sinks, bathtubs and faucets.*
- D.** Where water adjustments are provided, all metered water used over the normal calculated average use must be billed the pumping fee as established by the current rate ordinance, as adopted or hereafter amended, in lieu of the normal consumption rates. Pumping cost is \$0.75 per 100 cubic feet of lost water.
- E.** Flat rate sewer charges will not be eligible for leak adjustments.
- F.** The maximum adjustment period shall be one billing cycle; *provided however, that an additional billing cycle may be adjusted upon a finding by the public works director that no fault or neglect on the part of the utility customer caused the leak or damage.*
- G.** Water/sewer charge adjustments for water leaks may be allowed where sufficient documented evidence is presented to the city to show that water registering on the meter was not consumed for domestic purposes but was due to eligible leaks or damage on customer's side of the meter, which has been repaired and approved by the public works director or his designee.
- H.** Sewer charges exceeding the flat base amount may be adjusted by estimating the quantity of wastewater not entering the sewer system.
- I.** All other adjustments shall be determined on a case-by-case basis by the public works director. A utility customer who suffers a monetary loss for water or sewer services without fault or neglect on the part of the utility customer shall notify the city's public works department in writing setting forth the facts and circumstances surrounding the loss.
- * The public works department shall do an investigation and make a determination on whether the utility customer is due an adjustment on his utility bill and the amount of said adjustment, if any, or whether no adjustment is due the utility customer. Minimum payments need to continue while adjustment is being investigated. The city shall then notify the customer in writing of said determination. If an adjustment is due the utility customer, said adjustment will be reflected on the utility customer's next available normal billing cycle.
- * For water leaks wherein that water does not return to the sewer, the public works director or his designee may estimate the quantity and make the appropriate fee adjustment.
- * The utility customer may appeal the adjustment determination. A notice of appeal shall be made in writing to the city clerk describing the basis for the appeal not more than ten days after notice to the utility customer of the determination which forms the basis for the appeal. Thereafter, an appeal meeting shall be scheduled by the city clerk within twenty business days. The appeal board shall consist of the city manager, city clerk, and public works director. Minimum payments shall be required to continue while adjustment requests are being investigated or water service will be shut off. (Ord. 3731 § 2, 2010)