

**City of Montesano**



112 N Main Street  
Montesano, WA 98557  
Telephone (360)249-3021 Ext. 105  
**Water Leak Adjustment Form**

**Name** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**Inside City Limits**

**Outside City Limits**

Billing Address \_\_\_\_\_

Service Location \_\_\_\_\_

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

Date \_\_\_\_\_

Telephone Number \_\_\_\_\_

Date Leak Occurred \_\_\_\_\_

Date Leak Repaired \_\_\_\_\_

**REPAIR DESCRIPTION : PARTS AND REPAIR RECEIPTS OR CONTRACTOR INVOICE REQUIRED**

<p>DESCRIPTION OF THE LEAK AND THE ACTION TAKEN TO REPAIR:</p> <hr/> <hr/> <hr/> <hr/> <hr/>
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Copy of Repair Receipts Attached  
(If repaired by owner/tenant)

Copy of Contractor Invoice Attached  
(If professionally repaired)

Please note: Completion of this form does not guarantee an adjustment will be made to your water bill. Once the review is complete, you will receive notification of the results from the billing office. I have read, understand, and agree with the leak adjustment guidelines.

Signature \_\_\_\_\_ Dated: \_\_\_\_\_

Leak Adjustment Policy Criteria

1. The customer experiences a bona fide leak in pipes within the customer owned water system between the meter and outside of home.
2. The leak acknowledged by City staff and its repair verified by a City field visit.
3. The customer completes repair of the leak within 30 days they may submit for a leak adjustment.
4. The customer submits a completed Water Leak Adjustment Request Form to the City after said billing date. All billing payments must be kept current to avoid late payment penalties.
5. The formula for adjustment is established by base rate plus classification (see attached). The first 400Cf are included in the base rate, over that amount will be charged \$1.19 per 400 Cf, or per 4 units Excess will be charged at a rate of \$1.66. Credit=Total Bill-CA-(Consumption Average plus Base Rate\*.50) Regulated by Water Rate Class. Final adjustment will be approximately 50% of the overage, and the above average consumption.
6. Leak adjustments will only be approved once in a two year period.

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FOR OFFICIAL USE ONLY:

Billing period applied: \_\_\_\_\_

Total Leak Consumption: \_\_\_\_\_

Average Consumption: \_\_\_\_\_

Total Consumption Adjusted: \_\_\_\_\_

Current Billing Amount: \_\_\_\_\_

Adjustment Amount: \_\_\_\_\_

Revised Billing Amount: \_\_\_\_\_

Prepared By: \_\_\_\_\_ Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

## Internal Policy for Leak Adjustments

Definition of a leak: a leak is a physical break, malfunction, or failure in any outside line located between the meter and the structure, as well as a rupture leak under a structure. Leaky toilets, taps, hoses, etc. are not leaks and will not be considered for an adjustment.

1. If staff locates leak the property owner will be notified.
2. If customer notifies city, the director or designee shall review the leak, and make recommendation.
3. In order to be considered for a leak adjustment, the customer must fix leak within 30 calendar days of the notification date.
4. To qualify for an adjustment all sales, repair payments and infrastructure changes must be documented with receipts, and attached to the leak adjustment form.
5. If the customer fails to make the necessary repairs, and it is a water loss issue for the city another 7 day notice will be sent. If the leak is not repaired the water will be turned off.
6. The resolution states one leak adjustment will be given in a 24 month period. (2 calendar Years)
7. Bill will be calculated as follows:  $\text{Credit} = \text{Total Bill} - \text{Consumption Average} + \text{Base Rate} \times .50$ .
8. Sewer will be evaluated as follows: an average of the comparative 3 billing and formula will be as calculated in #7.