



Water Leak Adjustment Policy

Purpose: *To provide a procedure for approval, calculation and adjustment of water where excessive water consumption can be attributed to a water leak, in accordance with Ordinance 17-02, Section 15b.*

Policy:

1. The property owner, or their agent, must request the adjustment in writing by completing a request form located at the Town Hall. Required information shall include:
 - a. Name, service address where leak occurred and account number
 - b. Description of leak and date repaired
 - c. Signature of customer
2. Upon receipt of the completed request form, a representative of the Public Works department will confirm, through visual inspection, that the leak has been repaired.
3. Following confirmation of repair, the Town Clerk or Deputy Clerk will adjust for no more than two billing cycles (2 months).
4. The consumption used to determine the leak adjustment amount will be the actual consumption from the same bill cycle of the previous year if the current resident/tenant also occupied the space during the same period the prior year.
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:
 - 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.
6. One leak adjustment per 12-month period per account may be authorized. If an additional adjustment request is submitted for an account in the next or following year(s), the Town Clerk or Deputy Clerk will consult with Public Works Director and/or Town Council to determine if the Town will require the customer to complete extensive repairs to the service line and/or fixtures.

Effective Date: February 7, 2018



REQUEST FOR UTILITY LEAK ADJUSTMENT

Mail, fax or deliver this completed form to:

Rockford Town Hall

PO Box 49 Rockford, WA 99030

FAX: 509-291-5733 PHONE: 509-291-4716

ONLY ONE LEAK ADJUSTMENT PER 12-MONTH PERIOD PER ACCOUNT

CUSTOMER NAME _____ **DATE** _____

ADDRESS WHERE LEAK OCCURRED _____

PHONE # _____ ACCOUNT # _____

I hereby notify the Town of Rockford that I have sustained a water leak at the above address and that it has been repaired. I am requesting an adjustment to my utility bill per Town Policy. I understand that signing this form does not guarantee a billing adjustment will be granted. I understand that if this request is approved, the Town will only adjust up to two billing cycles.

THIS DOES NOT RELIEVE RESPONSIBILITY OF PAYMENT. TO MAKE ARRANGEMENTS VISIT OUR OFFICE AND FILL OUT A UTILITY PAYMENT ARRANGEMENT FORM.

Approximate Date Leak Noticed _____ Date Leak Repaired _____

Leak Repaired By _____

Exact Location of Leak _____

Signature of Customer _____ Date _____

For Town Use Only

Visual Inspection Performed By _____ Date _____

Comments _____

Billing Cycles Adjusted _____

Reviewed By _____ Date _____