



Office Use Only
Customer Name: _____
Account# _____
Staff Name & Date: _____

Request for Water Leak Adjustment

Single-Family Residential, Commercial, Agricultural & Multi-Family Residential

Return completed application to the Finance Department, City Hall
 1339 Griffin Avenue, Enumclaw, WA 98022 Phone 360 825 3591 ext 1 Fax 360 825 1429
 Email: utilities@ci.enumclaw.wa.us

Customer Name: _____	Account #: _____
Home/Cell Phone: _____	Work Phone: _____

Mailing Address:	Service Address:

Date Leak Discovered: ___/___/_____	Date Leak Repaired: ___/___/_____
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Repaired by (documentation attached*):

City staff
 Commercial Vendor
 Customer

*Evidenced by a City service order, paid vendor invoice or a City meter read verification.

Customer Type:
<input type="checkbox"/> Single-Family Residential
<input type="checkbox"/> Multi-Family Residential (4 or less units)
Type of Adjustment Requested:
<input type="checkbox"/> 50% adjustment (once per year)
<input type="checkbox"/> 100% adjustment (once every 5 years)
<input type="checkbox"/> Payment plan extending six months

Customer Type:
<input type="checkbox"/> Commercial
<input type="checkbox"/> Agricultural
<input type="checkbox"/> Multi-Family Residential (5 or more units)
Type of Adjustment Requested:
<input type="checkbox"/> 50% adjustment (once per year)
<input type="checkbox"/> Payment plan extending six months

Additional Information:

I certify that the above information is true and correct to the best of my knowledge.
 I request that the City process an adjustment credit to my account.

Signature: _____ Date: / /

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Authorization to Process Credit:		
		/ /
Credit Amount	Authorized	Date

Water Leak Adjustments

City Ordinance No. 2528 provides the following options for water leaks:

Commercial, Agricultural and Multi Residential (5 or more units) customers have two options:

- An adjustment credit of 50% of charges for volumes consumed above the average for that time period, including a billing adjustment for sewer charges above the average consumption for that time period, as determined by historical usages for the leakage period from the previous year's billings for a period beginning no more than 60 days prior to the notification of the leak and ending when the leak is repaired.
- A payment plan extending a maximum of six months. Interest charges will apply.

Single-family residential and Multifamily Residential (4 or less units) customers may select one of three options:

- An adjustment for the full amount of charges for the volumes consumed above the average for that time period. This type of adjustment will be granted one time per account within any five-year period. Therefore, the customer may want to reserve this option for a major water line break.
- An adjustment credit of 50% of charges for volumes consumed above the average for that time period.
- A payment plan extending a maximum of six months. Interest charges will apply.

To qualify for the leak adjustment, a customer must provide to the City, in writing, the following information:

- Date leak was discovered.
- Verification of leak repair within 30 days of notification to the City that a leak exists or has occurred. Verification should be evidenced by:
 - City meter read verification that the repair was completed by the customer;
 - Paid repair invoice for repairs done by a vendor; or
 - City service order for repairs completed by the City.

***Note: Average processing time is 2 to 4 weeks.
Customer is responsible for payment until adjustment is processed.
Late fees will be applicable until balance is paid.***