

Woodinville Water District

17238 NE Woodinville-Duvall Road
PO Box 1390
Woodinville, WA 98072-1390
(425) 487-4100
FAX (425) 485-6381

Property owners can receive a Leak Adjustment credit for excess water volume charges resulting from one eligible water system leak on a property every five years.

To be eligible for an adjustment, you must:

- Request an adjustment by submitting a completed and signed District Leak Adjustment Application form within 90 days of leak repairs and provide proof to the District's satisfaction that the leak has been repaired; customers may provide proof of the repair (receipts for any materials or services related to that repair) or submit a "**No Repair Receipt Documentation**" form with explanation of repairs. (See page 3).
- adjustments *will not be granted* for internal plumbing leaks considered to be a household maintenance responsibility; and
- have repaired the leak within 30 days of being notified by the District of the possibility of a leak or when the customer discovers the leak, or such a time period approved by the General Manager; or have temporarily stopped the leak, have notified the District of the status, AND then completed necessary repairs at a later time; and
- have **NOT** received an adjustment in the previous 5 years (60 months); and

IMPORTANT: Please be aware that a water bill resulting from a large leak could total **SEVERAL THOUSAND DOLLARS!** Small leaks typically cost less but can be the sign of a problem water line and indicate **that larger and more expensive** leaks are likely in the future. Since only one Leak Adjustment can be granted to the owner of a property every five years, if you receive an adjustment for a leak, large or small, now, you will **NOT** be eligible for another leak adjustment for five more years. If a service line is prone to future leaks, the best way to reduce the risk of a second leak is to replace the entire line, instead of just patching or spot-fixing the break. Also, because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

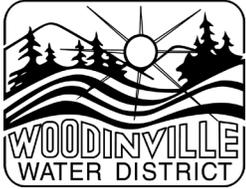
If you determine you qualify and wish to apply for a Leak Adjustment, please complete the form on the next page and return it to our office as soon as possible with the necessary receipts. NO ACTION CAN BE TAKEN TO PROCESS YOUR ADJUSTMENT UNTIL INFORMATION ON THE COMPLETED APPLICATION FORM IS RECEIVED.

Note:

- If you haven't received a water bill through the date your leak was repaired, we will process your claim after your next bill. It takes an average of 60 days to process customer Leak Adjustment claims. Your patience during this process will be appreciated. If you qualify, a pay delay will be put on your account so you will not receive any delinquency notices while we process your claim.
- If you pay by Electronic Funds Transfer, and cannot pay the full payment immediately, you may call (425) 487-4100 to request to be temporarily removed from our automatic debit file. We require notice at least 2 weeks before your payment due date. You may reapply after your claim has been processed.
- Non-residential accounts are eligible for an adjustment on billed water and sewer volume charges. Sewer volume charges eligible for an adjustment are district volume charges only and exclude King County Wastewater treatment charges.

Questions? Call Felina Roebuck – at (425) 487- 4117

(Please complete the application on page two)



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APPLICATION FOR LEAK ADJUSTMENT CREDIT

Name: _____ Date: _____

Mailing Address: _____

City, State, Zip _____ Customer Number: _____

Service Address: _____

Daytime Phone: _____ Email: _____

Date you first noticed your leak: _____ Date the leak was repaired: _____

Where was the leak located? (Please indicate below)

- Inside the house Between the house and the water meter In the irrigation system

Have you ever received a previous leak adjustment? YES - approximate year _____ NO

Have you attached a receipt for the cost of the leak repairs? YES NO*

If "No", please complete the "No Repair Receipt Documentation" form enclosed with this application. Note: Copies of receipts documenting the repair or a "No Repair Receipt Documentation" form MUST be returned with your completed application, or the application will be returned to you.

Are you the owner of this property? YES NO*

**District policy states that no leak adjustment credit may be given to a tenant without prior written authorization from the landlord. If you are a tenant, please contact your landlord to discuss this matter before submitting your application.*

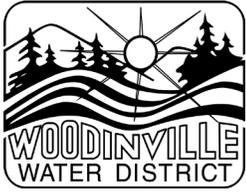
Please describe how your leak was identified or provide any additional facts you think might be helpful below: (or attach an extra page):

Residential Accounts - Approved leak adjustments will be based on customer charges for the period of leakage only and shall not exceed a period of 30 days and will be computed on a tiered basis. Water volume charges up to \$2,500 will be computed at 50% and charges above and beyond \$2,500 will be computed as 65% times the water volume charges for that billing period.

Non-Residential Accounts - Approved Leak Adjustment amounts will be based on customer charges for the period of leakage only and shall not exceed a period of 30 days. Water and district sewer volume charges will be computed as 50% for that billing period. Sewer charges eligible for an adjustment are district volume charges only and exclude Metro (King County) charges.

By signing this request, I certify that I understand the terms and conditions of the District Leak Adjustment Policy and acknowledge that I will not be eligible for an additional Leak Adjustment for this property for five years following the date when this Leak Adjustment is granted.

▶Customer Signature _____ Printed Name _____



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No Repair Receipt Documentation Form

Name: _____
Mailing Address: _____
City, State, Zip _____

Date: _____

Service Address: _____

NOTE: THIS FORM WILL NOT BE ACCEPTED UNLESS ANSWERS ARE GIVEN FOR ALL THREE QUESTIONS.

Please explain where your water line broke:

(attach additional pages if necessary)

Briefly describe repair:

If repair parts were used for this repair or a commercial establishment performed the repair why are receipts not available?

Customer Signature: _____

Date: _____