



LEAK ADJUSTMENT POLICY

The City of Redmond allows a customer no more than one leak adjustment per meter in any two year period. Another leak adjustment will not be allowed until two (2) years following the date of repair.

The adjustment can incorporate a maximum of two billing periods (4 months) for residential accounts, and a maximum of three billing periods (3 months) for commercial accounts.

If the leak occurred on the City's side of the meter or due to malfunction of the water meter, the customer will not be responsible for any excess water charges beyond the consumption for the same billing period from the previous year.

Adjustment Request Procedure

Complete the leak adjustment request form (next page). If you need a new copy, you can request one from the City of Redmond Utility Billing department by:

Phone: 425-556-2152

Fax: 425-556-2909

E-mail: utilitybilling@redmond.gov

In Person/Mail: Utility Billing, City of Redmond, 15670 NE 85th Street
PO Box 97010, Redmond, WA 98073-9710

Adjustment Methodology

The customer's calculated water use will be based on the same billing period from the previous year. If there is insufficient history, research of previous billing periods may be necessary to establish a typical consumption amount for the period before an adjustment can be made. For new utility customers without sufficient usage history, it may be necessary to establish additional consumption history before an adjustment can be made. If an adjustment is warranted, all water consumption must be paid by the customer but any excess consumption above a typical consumption amount will be re-computed at the lowest residential rate for the service area.

Commercial Sewer Accounts

Commercial accounts may also qualify for an adjustment to Redmond wastewater and King County wastewater treatment charges because they are based on water consumption. An adjustment for wastewater charges can be made for the leak adjustment period, but only if the water did not enter the sewer system. For instance, a toilet leak would not be eligible.

To qualify for a leak adjustment the following conditions must be met:

- The leak must be repaired and the repairs must be permanent.
- Within 60 days of the repair, the completed "Leak Adjustment Request" form and documentation, such as repair invoices must be submitted to the City's Utility Billing division.
- The City does not reimburse for any parts or repair costs that were incurred because of the leak.
- The utility customer will be contacted if their request for leak adjustment is not approved or if additional information is required.
- In the event of a dispute over an adjustment, a utility customer may request a meeting with a City staff empowered to resolve the billing dispute.

Questions – Please contact Utility Billing at 425-556-2152

CITY OF REDMOND
PO BOX 97010, MS: 3NFN, REDMOND, WA 98073-9710
LEAK ADJUSTMENT REQUEST FORM

Utility Billing Phone Number: 425-556-2152

Utility Billing Fax Number 425-556-2909

Today's Date: _____

Account Number: _____

Home Phone: _____

Work Phone: _____

Other Phone: _____

Name: _____

Service Address: _____

Leak must be repaired and documentation of the repair must be provided before the adjustment will be considered.

Approximate date leak appeared: _____

Date leak repair was completed: _____

Type of documentation for repair:

Invoice: _____

Receipt: _____

Where on your property was the leak located: _____

Description of the leak and repair: _____

By signing this form, I acknowledge that I have read the City of Redmond Leak Adjustment Policy.

Customer Signature: _____