



CITY OF TUKWILA ADMINISTRATIVE MANUAL

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TITLE: UTILITY LEAK ADJUSTMENT POLICY

PURPOSE: To provide a procedure for approval, calculation and adjustment of water and sewer charges (Single Family & Non-single family account classifications) where excessive water consumption can be attributed to a water leak.

ORGANIZATION AFFECTED:

REFERENCES:

POLICY:

1. The property owner, or their agent, must request the adjustment in writing by completing a request form located at the Finance Department in City Hall or on the City's website. Required information shall include:
 - a. Name, service address where leak occurred and account number
 - b. Description of leak and date repaired
 - c. Copy of repair bill or materials receipts
 - d. Signature of customer
2. Upon receipt of the completed request form, a representative of the City Public Works department will confirm, through visual inspection, that the leak has been repaired.
3. Following confirmation of repair, Finance personnel will adjust no more than two billing cycles (2 months). Single-family account types will have water only adjusted. Non-single family account types, where the customer's sewer bill may be based on the water consumption, will be allowed an adjustment to the water, City sewer and Metro sewer charge, provided it can be confirmed to the satisfaction of the Finance Utilities Supervisor that the additional water volume was due to the leak and did not enter the sanitary sewer system.
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 in 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.

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6. One leak adjustment per 12-month period per account will be authorized. If an additional adjustment request is submitted for an account in the next or following year(s), the Finance Utilities Supervisor will consult with the Water Utility Engineer to determine if the City will require the customer to complete extensive repairs to the service line and/or fixtures.
7. Property owners will be eligible for a leak adjustment if the total dollar amount of the adjustment for both water and sewer is greater than \$50.00 (or \$25.00 for a water only account), not to exceed a credit of \$500.00 for water only adjustments. Adjustments are limited to no more than \$5,000.00 for any combination of water and/or sewer charges, regardless of the type of customer.
8. Leak adjustments shall have the following required approvals:
 - a. \$500.00 or less – Finance Utilities Supervisor
 - b. Greater than \$500.00 and up to \$5,000.00 – Finance Director
9. If the property owner disputes the decision made by the City in which the disputed amount exceeds \$500.00, he or she may submit a written request to the City of Tukwila Finance Director for an administrative review of the adjustment by the City Council Utilities Committee. Recommendations for leak adjustments made by Utilities Committee will be submitted to the full City Council for final consideration and approval. Such request should identify the property, describe the leak and repair, and state the basis for the request for an administrative review. The Finance Director must receive the written request for administrative review within 15 days from the date the City posted the adjustment to the account. Pending the decision on this review, the customer who requests such review must continue to pay the disputed charge as billed until the written decision of the Finance Director is provided. A decision of such an administrative review will be provided within 30 days of receipt of the written request for administrative review. Upon the written decision of the Finance Director, if an account has been incorrectly charged, the account will be adjusted accordingly to cover all billings occurring during the administrative review and all billings that preceded the date of receipt of the written request for review, in accordance with City policy.

Title: UTILITY LEAK ADJUSTMENT POLICY

Initiating Department: Finance

Effective Date: 10/05/2009

Supersedes: N/A

Mayor's Office Approval Signature:

