



Lake Whatcom Water & Sewer District

1220 Lakeway Dr
Bellingham, WA 98229

www.lwwsd.org
Office Hours:
Mon-Thu 8 a.m. - 5 p.m.

360-734-9224
Fax: 360-738-8250

Water Leak Adjustment Credit Form

Account Information

Date: _____ Account Number: _____

Street Address: _____

Owner's Name: _____

Owner's Mailing Address: _____
Street City State Zip

Owner's Contact Phone Number: _____

Leak Information

Location of Leak: _____

Date Leak was Discovered (Approximate): _____

Date Leak was Repaired (Approximate): _____

Receipts of Repair Included/Attached

I acknowledge that I have read and understand the Leak Adjustment Policy on the back of this form.

I, the undersigned, do hereby acknowledge that I have received and understand Lake Whatcom Water and Sewer District's policy regarding Water Bill Leak Adjustments on the back of this form. I understand that it is not the responsibility of Lake Whatcom Water and Sewer District to inform me of any possible leak at my property. As a courtesy, Lake Whatcom Water and Sewer District may send me a letter or a Field Representative may leave a door tag with information. I may request a meeting with a Field Representative from Lake Whatcom Water and Sewer District to explain the meter reading procedure so that I may determine when a leak has been repaired. I understand that as the property owner, I am ultimately responsible for all water and sewer charges for this property. Should any leak on my property qualify for a Water Leak Adjustment Credit, any Water Leak Adjustment Credit will remain on the property utility account. I also acknowledge that this property will only be eligible for one (1) Water Leak Adjustment Credit per calendar year.

My signature below is my confirmation that this leak has been repaired and that I understand this policy.

Owner Signature: _____

Date: _____



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Water Bill Leak Adjustment Policy

Responsibilities

The customer is responsible for all in-ground plumbing lines from the water meter to the building, including plumbing inside of the building. It is the customer's responsibility to keep the meter box accessible and unencumbered by landscaping, fences, and all obstructions.

Lake Whatcom Water and Sewer District is responsible and will maintain the water meter and meter box. The District monitors for abnormal increases in water usage and, as a courtesy, may send you a letter or a Field Representative may leave a door tag to alert you to a possible leak. If you discover that you have a leak, you may qualify for an adjustment to your bill.

The District will adjust high water bills resulting from in-ground service line breaks between the water meter and the outer-most exterior walls of the structure. **NO ADJUSTMENTS** are made for leaks to irrigation systems, pools, water features, leaks inside the building, leaks under the building, outside spigots, or hoses.

Procedure

1. **Leak must be in-ground between the water meter and the outer-most exterior walls of the structure to qualify for an adjustment**
2. Customer must complete the Water Leak Adjustment Credit Form and provide receipts of repair.
3. Leak adjustment credits are offered as a courtesy to assist the property owner.

About the Leak Adjustment Credit

- Properties, if applicable, may be granted a leak adjustment credit **once per calendar year.**
- When a leak occurs, the water overage may be reflected on more than one consecutive billing cycle. In those instances, the District will utilize both contiguous cycles for the purpose of calculating leak adjustment credits.
- **The credit applied will be approximately the equivalent of one-half of the overage incurred during the billing cycle of the leak.**
- Water usage exceeding 2,500 cubic feet in a two-month billing period is billed at a higher water conservation rate per the rate structure adopted on September 10, 2014. For the purpose of calculating leak adjustment credits, water usage over 2,500 cubic feet will be adjusted to the lower rate to provide the highest credit possible.
- The District will set up an incremental payment schedule on the remaining balance of the leak amount **at the customer's request.** Payment of the current two-month minimum billing **plus an installment on the water leak consumption portion of the bill is required.**
 - The bill must be paid in full within six months of incurring the charges
 - Late charges on the leak amount will be waived if the customer adheres to the prearranged payment