



# 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  
info@lwwsd.org

## Water Bill Adjustment Request Form

### Account Information

Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

Owner's Name: \_\_\_\_\_

Owner's Mailing Address: \_\_\_\_\_  
Street City State Zip

Owner's Contact Phone Number: \_\_\_\_\_

Owner's Email Address: \_\_\_\_\_

### Bill Information

Reason for high use: \_\_\_\_\_

Date(s) of high use: \_\_\_\_\_

Bill Date(s) requested for adjustment: \_\_\_\_\_

I acknowledge that I have read and understand the Water Bill Adjustment Policy on back of form

I, the undersigned, do hereby acknowledge that I have received and understand Lake Whatcom Water and Sewer District's policy regarding Water Bill 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 Bill Adjustment Credit, any Water Bill Adjustment Credit will remain on the property utility account.

**I acknowledge that this property will only be eligible for one (1) Water Bill Adjustment Credit per 7 year period.**

My signature below is my confirmation that any leaks have been repaired and that I understand this policy.

Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Office Use Only

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Processed by: \_\_\_\_\_ Date: \_\_\_\_\_



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## Water Bill 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 for 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 customer water bills subject to the conditions outlined in the District Administrative Code Section 2.10.6. The adjustment request must be made in writing, and include a signed attestation that the adjustment is subject to this policy, indicating the reason for the high bill (if known), and confirming that any repairs needed to resolve the issue have been completed (if applicable to given the type of loss).

### About the Water Bill Adjustment Credit

- **Bill adjustment credits are offered as a courtesy to assist the property owner.**
- **Properties, if applicable, may be granted one water bill adjustment credit per 7-year period.**
- When a high use event 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 water bill adjustment credits.
- Water consumption figures from the same billing period in the previous year are used to calculate the adjustment. If less than one year's usage history exists, the current base rate allowance will be used as the quantity basis.
- The District will credit qualifying water bill adjustment dollar amounts to the current or next customer bill. The adjustment credit shall be 50% of the amount determined to be the excess water usage charge.
- 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 water bill 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 high bill amount at the customer's request. Payment of the current two-month minimum billing **plus an installment on the extraordinary portion of the bill is required.**
  - The bill must be paid in full within twelve months of incurring the charges
  - Late charges on the amount subject to adjustment will be waived if the customer adheres to the prearranged payment schedule.