

CITY OF DUVALL
UTILITY BILLING DEPARTMENT

LEAK ADJUSTMENT POLICY

Per the DMC 9.02-010 (B) 8, if the customer wishes an adjustment in a billing charge due to a water leak, a written request must be submitted to the Finance Director. The written request must include the date and proof of adequate repair of the leak which may be established by receipt or billing for repair work and/or materials if the repair was accomplished by the property owner. The charge for water shall be based on the water consumption history and other factors which, in the determination of the Finance Director, affect the property owner's water consumption. Water charges for overages shall be adjusted to the wholesale rate of water charged to the city plus ten percent.

A leak adjustment will be granted one time over a three year period, per account, when the following conditions prevail:

1. The customer requests an adjustment in writing and indicates the leak has been repaired.
2. No more than 1 month has lapsed since the customer received the bill indicating higher than average use.

When those conditions are met, the adjustment will be made in the following manner:

1. Average three billing periods, historic if available, otherwise where there is no question of a leak.
2. Determine the difference between the average use and the leakage use.
3. Multiply the difference by present wholesale (whsle) cost plus 10%. Add this to the average bill. See example:

Leak Bill	6000 cf
<u>Adjusted Bill</u>	2500 cf x current rate
Difference	3500 cf x \$1.52/ccf (winter whsle) Sept. 16 – May 15 x \$2.26/ccf (summer whsle) May 16 – Sept.15 (+ 10%)

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Billing Adjustment Request Form

Today's Date: _____

Account Number: _____

Name: _____

Address: _____

Approximate date leak appeared: _____

Date of complete repair: _____

Verification of Repair: _____
(Invoice or receipt for parts; Must accompany form or no adjustment will be made.)

Where was your leak located? (Please circle)

Under my building

Between my building and my meter

Please provide a short statement stating type of leak:

