



WATER LEAK ADJUSTMENT POLICY FOR CITY OF REPUBLIC

Per Resolution 2019-07 the City of Republic City Council can grant a water leak adjustment at the request of the customer. A leak adjustment must meet the following criteria to be considered:

- A. A leak adjustment of \$500.00 or less may be granted by the City Council. Approved leak adjustments must meet the following criteria:
 - (1) The customer must request an adjustment by submitting a signed Water Leak Adjustment Request Form to the City Council requesting the adjustment and provide proof to the City Council's satisfaction that the leak has been repaired;
 - (2) The customer's leak must be deemed undetectable by the Public Works Director, no adjustments will be granted for internal plumbing leaks which are considered a household maintenance policy;
 - (3) The customer must take action to repair the leak within fifteen (15) days of when the City employees notify the customer regarding the possibility of a leak or when the customer discovers the leak;
 - (4) Customer must request leak adjustment within thirty (30) days of detection of leak;
 - (5) Payment for water leak adjustment must be made in full within fifteen (15) days of written leak adjustment notification, unless City Council determines a repayment schedule;
 - (6) Only one leak adjustment will be considered for every thirty six (36) months, from any previously approved water Leak forgiveness, per owner per account/property.
- B. A leak adjustment of greater than \$500.00 but not exceeding \$800.00 may be granted by the City Council but only if the leak occurred over winter months when meters are not read by City employees.
- C. Approved leak adjustment amounts will be based on customer charges for one billing period only and will be charged the amount of the customer's next highest water consumption from the previous 12 months.
- D. Only the City Council can approve additional adjustments by their discretion.
- E. City Council may approve or deny any leak adjustment by their discretion.

CITY OF REPUBLIC

987 S. CLARK AVE | P.O. BOX 331 REPUBLIC, WA 99166
PHONE: 509-775-3216 | WWW.CITYOFREPUBLIC.ORG



Water Leak Adjustment Request Form

Customer Name: _____

Account Number: _____ Phone Number: _____

Service Address: _____

Mailing Address: _____

Date Leak Discovered: _____ Date Leak Repaired: _____

How was the leak discovered:

How was the leak repaired:

What documentation is available as proof of repair:

Signature: _____ Date: _____

Submit copies of documentation (receipts) with completed leak adjustment request form to:

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*****FOR INTERNAL USE ONLY*****

Date customer was notified of possible leak: _____

Date adjustment request was received: _____

Acknowledgement PW Director physically inspected and approved repairs:

PW Director Signature: _____

Any prior leak adjustment requests in the last three (3) years? YES NO

Date of City Council meeting to present request: _____

Water consumption billing for leak adjustment request: _____

Second highest water consumption in billing history: _____

Amount approved by City Council to be adjusted: _____

Written notice date to customer on approval/denial of leak adjustment: _____

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