

Date \_\_\_\_\_

## Leak adjustment request

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ email address \_\_\_\_\_

Homeowner \_\_\_\_\_

Date leak discovered \_\_\_\_\_ Date of leak repair \_\_\_\_\_

Description of leak \_\_\_\_\_

What action was taken to repair leak \_\_\_\_\_

Attach a copy of all receipts or invoices for the leak repair.

### **Yelm Municipal Code 13.04.255 Adjustment of utility bills.**

A. The city administrator, or his designee, is empowered to resolve billing disputes upon receipt of request to do so from a city utility customer. Upon receipt of such notice from the customer, the city administrator, or his designee, shall review the bill with the customer to see if the amount is justly owed. The customer shall have the right to have a meeting to bring forth reasons and evidence why such bill should not be due and owing.

B. When any customer in any given billing period has used, according to the water meter, a quantity of water which is more than double the average amount of water used on such premises in similar billing periods in prior years, and the water consumption is solely caused by a broken water pipe on the user's premises, the customer may make an application to the treasurer in writing for a reduction of the billing.

1. If the application states a broken pipe on the customer's premises caused a large consumption of water, the existence of a broken pipe shall be verified by inspection by the public works employees. If it is established by presenting acceptable documentation demonstrating to the city that such broken pipe has been repaired, a reduction of the water bill to an amount that is the average of the prior four months plus one-half of the difference between the average and the existing disputed bill.

2. The reduction provided for in this section shall not be allowed if such excess water consumption is due to a customer's neglect or failure to repair the broken pipe. A reduction in billing shall not be permitted if such excess consumption is due simply to leaky faucets or other plumbing fixtures.

C. Irrigation systems are specifically excluded from any adjustments due to leakage.

D. In newly developed property which does not have a prior service record, the appropriate water service charge will be based upon the charges for a similar type of water service and occupancy for the preceding year

E. The application by the customer shall be on the forms provided by the city. (Ord. 809 § 1, 2004).