



CITY OF MERCER ISLAND - FINANCE DEPARTMENT

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Mercer Island, WA 98040
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Leak Adjustment Request Form

Customer Information:

Property Owner Name: _____

Account #: _____

Service Address: _____ City: _____ State: __ Zip: _____

Mailing Address: _____ City: _____ State: __ Zip: _____

E-mail: _____ Phone #: _____

Leak Repair Information:

Exact location of leak: _____

Approximate date leak noticed: _____ Date leak repaired: _____

Leak repaired by: _____

Description of the leak and repair:

Above sections fully completed Repair receipt included

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made on your account, if any of the required documents are missing the request will be immediately denied. I have read, understood and agree with the leak adjustment requirements.

Property Owner Signature: _____ Date: _____

City of Mercer Island Leak Adjustment Policy

A water leak between the water meter and the house is the homeowner's responsibility. The City of Mercer Island allows for a credit adjustment on a customer's utility bill due to a water leak for which the homeowner is responsible. If the leak was the result of vandalism, or an oversight by the customer, the City may issue a one-time adjustment during the life of property ownership. To qualify for a water leak adjustment, the documented water consumption must be a minimum of 120% of the average consumption for the same billing period during the prior three (3) years at the same property.

If the leak occurred on the City's side of the meter, or was the result of a water meter malfunction, the customer will not be responsible for any excess water consumption charges beyond the average consumption for the same billing period from the previous 3 years at that specific location.

When a leak happens:

The first step is to find the leak. The leak could be as simple as a faucet dripping or running toilet. Upon request, the City can furnish leak-detection tablets to check toilets.

If faucets and toilets are not the source of the leak, the leak may be outside in the property supply line, a water feature, or irrigation system.

Once a leak is identified, it is important to get the leak fixed promptly. Failure to repair identified leaks in a timely manner may affect the ability to qualify for a billing credit.

How to qualify for an adjustment:

A billing credit for a leak will be authorized when all of the following conditions are met:

- The leak must be repaired, and the repairs must be permanent.
- The leak adjustment request must be made by the property owner within 30 days of leak discovery or notice received from the city.
- Leak adjustment request form must be completed.
- The customer has submitted a copy of any repair invoices, (to include receipts indicating owner purchased replacement parts) work orders/service slips and/or a letter on company letterhead stating what type of leak was discovered, that repairs have been made, and date(s) repairs were completed. Failure to provide receipts or repair bill will delay calculation of an adjustment and may result in an automatic denial of the leak adjustment request.
- Water consumption for the billing period in question must be at least 120% of the average consumption for the same billing period during the prior three (3) years. The three years of usage is specific to the property the leak is being requested for.

How the leak adjustment is calculated:

Once the conditions are met, the Utility Billing Department will calculate a leak adjustment. The City does not reimburse for any parts or repair costs that were incurred because of the leak. Customers will be notified if their request for a leak adjustment is not approved or if additional information is required.

The average consumption will be calculated using the same billing period for the prior three (3) years for the specific property. If there is insufficient history, it may be necessary to establish a typical consumption amount for the period before an adjustment can be made. The customer will be billed for the average consumption at the current rate structure, plus the monthly meter fee. Additionally, the lost water will be charged to the customer at the seasonal wholesale rate charged to the City of Mercer Island by the Seattle Public Utility plus 10 percent. (This additional cost is meant to recapture some of the operations and maintenance impact that the water leak had on system storage, treatment, and delivery, as well as some of the administrative costs).

The difference between this total and the original cost of the water billed will be applied to the customer's account as a credit on the next billing.

The credit will be calculated on no more than two (2) consecutive billing periods for any one leak repair. The customer will be sent a corrected billing statement in the mail.

In the event of a dispute over an adjustment a utility customer may request a meeting with a city staff empowered to resolve the billing dispute. A call must be made to (206) 275-7784 during regular business hours to begin the dispute process.

Sewer Accounts

Single family accounts which have a leak during the period when average winter water use is calculated (December-March or January-April), will also have their average winter water use adjusted, so that sewer line maintenance charges will not be skewed by the leak.

Multi-family and Commercial/Public accounts may also qualify for an adjustment to City of Mercer Island sewer line maintenance and King County wastewater treatment charges because they are based on actual water consumption. An adjustment can only be made if the water did not enter the sewer system. For instance, a toilet leak would not be eligible for a sewer adjustment.