



Office Use Only

Customer Name: _____

Account# _____

Staff Name & Date: _____

Request for Water Leak Adjustment

Return the completed application to Finance Department, City Hall
1339 Griffin Avenue, Enumclaw, WA 98022 Phone 360 825 3591 Fax 360 825 1429

Customer Name: _____	Account #: _____
Home Phone: _____	Work Phone: _____

Mailing Address: _____ _____	Service Address: _____ _____
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Date Leak Discovered: ___/___/_____	Date Leak Repaired: ___/___/_____
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Repaired by (*documentation attached**):

City staff Commercial Vendor Customer

**Evidenced by a City service order, paid vendor invoice or a City meter read verification.*

Type of Adjustment Requested:

100% adjustment (once per history of account) 50% adjustment (once per year)

Additional Information:

I certify that the above information is true and correct to the best of my knowledge. I request that the City process an adjustment credit to my account.

Signature: _____ Date: / /

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Authorization to Process Credit:		
_____	_____	_____ / /
Credit Amount	Authorized	Date

Water Leak Adjustments

City Ordinance No. 2292 provides the following options for water leaks:

Commercial and Multi Residential (5 or more units) customers have one option:

- A payment plan extending a maximum of six months. Interest charges will apply.

Single Family and Multi Residential (4 or less unit) customers may select one of three options:

- An adjustment for the full amount of charges for the volumes consumed above the average for that time period. This type of adjustment will be granted **one-time only** for the history of the account. Therefore, the customer may want to reserve this option for a major water line break.
- An adjustment credit of 50% of charges for volumes consumed above the average for that time period.
- A payment plan extending a maximum of six months. Interest charges will apply.

To qualify for the leak adjustment, a customer must provide to the City, in writing the following information:

- Date leak was discovered.
- Verification of leak repair within 30 days of notification to the City that a leak exists or has occurred. Verification should be evidenced by:
 - City meter read verification that the repair was completed by the customer;
 - Paid repair invoice for repairs done by a vendor; or
 - City service order for repairs completed by the City.

***Note:** average processing is 2 to 4 weeks. Customer is responsible for payment until adjustment is processed. Late fees will be applicable until balance is paid.*