



Leak Adjustment Information Sheet

If you have recently had a leak that resulted in your water bill being higher than normal, please refer to the guidelines and instructions below to request a leak adjustment.

Leaks which qualify for an adjustment under this policy may occur anywhere on the customer's side of the water meter. However, the District offers only 2 types of leak adjustments to customer accounts:

Full Leak Adjustment - Leaks that occurred in the service line between the meter and the home and were repaired, as required below.

4th Tier Adjustment - Leaks that occurred in an irrigation line, interior plumbing, sinks and toilets. Also available for service line leaks that have been repaired and are not eligible for a full leak adjustment.

1. A request for an adjustment must be submitted by completing the attached form and returning the original with receipts to the District.
2. To be eligible for an adjustment, the leak must be repaired within 30 days of the following three events, **whichever occurs first**:
 - A. Actual discovery of the leak
 - B. Notification by District staff that a leak may exist
 - C. District billing which indicates high usage
3. All applications for adjustments shall be made in writing to the District within **120 days** of the following three events, **whichever occurs first**:
 - A. Actual discovery of the leak
 - B. Notification by District staff that a leak may exist
 - C. District billing which indicates high usage
4. Adjustments may be considered for up to two consecutive billing periods or four months.
5. Regardless of application for an adjustment, all billings must be kept current to avoid late payment penalties. Late payment penalties shall not be credited unless the Board determines it is appropriate under the circumstances.
6. A full leak adjustment may only be issued once every **fifteen** years for a parcel of property. However, upon replacement of the complete service line, a full credit adjustment may be authorized, and the fifteen year time period will be restarted.
7. A 4th tier adjustment may only be issued once every **five** years.
8. If a customer has a service line leak and is not entitled to receive a full leak adjustment pursuant to the above policies, the customer may still be eligible for the 4th tier adjustment.



Leak Adjustment Request Form

Customer Name: _____

Customer Number: _____ Phone Number: _____

Service Address: _____

Date Leak Discovered: _____ Date Leak Repaired: _____

Leak Adjustment Request for: Sewer Water

How was the leak discovered:

How was leak repaired:

What documentation is available as proof of repair:

Owner Signature _____ Date _____

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

Cedar River Water & Sewer District
18421 SE Petrovitsky Road
Renton, WA 98058
Phone: 425.255.6370 Fax: 425.228.4880
custsvc@crwsd.com