



Finance Department Leak Adjustment Request

Date:		Account Number:	
Service Address:		Billing Period(s):	
Owner Name:		Phone No.	
Email:			

Location Type: Single Family: Multi-Family Non-Residential

Leak Adjustment Policy

In accordance with Renton Municipal Code (RMC) 8-4-46 and 8-5-23, water and wastewater billing adjustments for water leaks, the City will grant an adjustment of up to a **maximum of two (2) regular meter reading cycles** during the billing period when the water leak occurred. Water will be adjusted by 50% of leaked consumption once every five(5) years for leaks on the customer's side of the water meter in the service line between the meter and the foundation of the building; sewer will be adjusted by 100% of all leaked water that did not enter the sanitary sewer system.

- A written request for a water billing adjustment must be submitted to Utility Billing Customer Service within **sixty (60) days of discovery of the water leak and/or sixty (60) days of receipt of a notice from the City** regarding unusual/continuous water meter consumption. The written request must include the service address, billing periods over which the leak occurred and location and type of leak.
- **A copy of the repair receipt with a clear written description of the completed repair is required.**
- Photos verifying the repair and the location of the leak are strongly recommended.

Adjustment Methodology

The adjustment will be determined by averaging normal water consumption from previous representative billing periods.

- The water portion of the bill will be adjusted by charging for only 50% of the excess consumption charge over the billing period(s) when the leak occurred.
- For non-residential sewer accounts, a full adjustment of the sewer bill will be made for all leaked water that did not enter the sanitary sewer system. The adjustment will be determined by averaging normal water consumption from previous representative billing periods and charging wastewater volume rates based on this normal average volume.
- Adjustments greater than \$2,000 shall be submitted to the Finance Committee for approval or denial. There will be no adjustment of the base charge or any other sewer charge.

Date Leak Repaired:		Repaired By:	
Location of Leak:			
Type of Leak:			
Owner Signature:		Date:	

Options to submit completed forms and documentation:

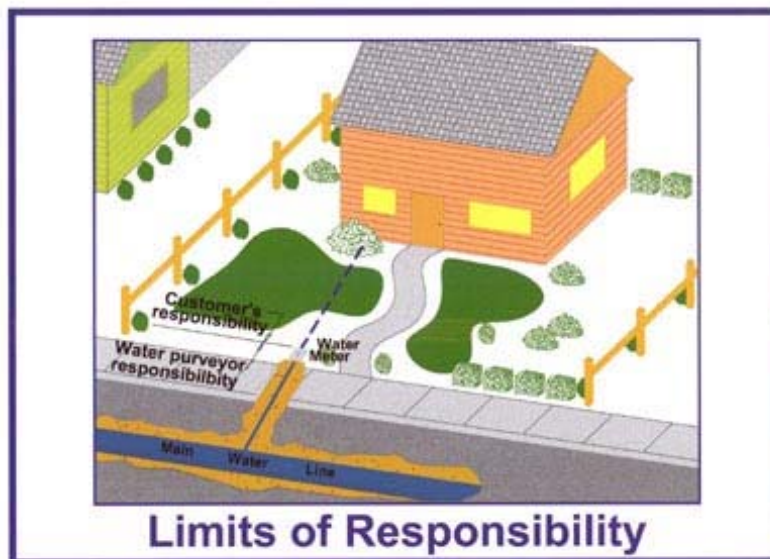
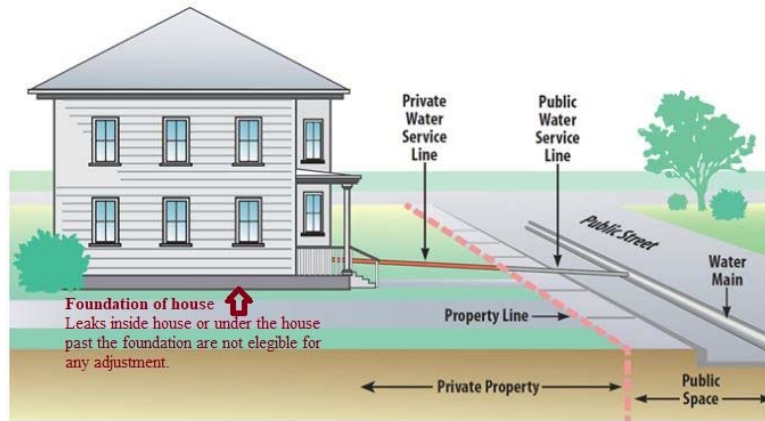
Mail: 1055 S Grady Way, Renton, WA 98057 Email: ub@rentonwa.gov Fax: 425-430-6855

Office Use:

Qualified Leak: Yes. Adjustment Allowed No. Does not meet required criteria

Example of Water Service Line and limits of responsibility:

A leak adjustment may be authorized for a leak in the service line between the water meter and the foundation of a building. Leak adjustments are not authorized for any leaks inside the building. Any problems within the private water line are the responsibility of the property owner and will not be repaired by staff of the City of Renton Water Department.



Leaks are a common cause of higher than expected water bills. Repairing a leak at the first sign of a problem can prevent possible property damage and higher than normal utility bills. Tips for finding and repairing leaks can be found here: [How to Videos | Saving Water Partnership](https://www.savingwater.org)

(<https://www.savingwater.org>)

Leak adjustments are not eligible for high consumption caused by Theft, Vandalism, or Negligence.