



City of Renton Utility Billing Leak Adjustment Request

Date: _____ **Account #:** _____
Service Address: _____ **Billing Period(s):** _____
Owner Name: _____ **Phone #:** _____
Email: _____

Property 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.

1. A written request for a water billing adjustment must be submitted to Utility Billing 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.
2. **A copy of the repair receipt with a clear written description of the completed repair is required.**
3. 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 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 of leak repair: _____ **Repaired by:** _____
Location of leak: _____
Type of leak: _____
Owner Signature: _____ **Date:** _____

SUBMIT BY MAIL: City of Renton Utility Billing, 1055 S Grady Way, Renton, WA 98057
SUBMIT BY EMAIL: ub@rentonwa.gov
SUBMIT BY FAX: 425-430-6855

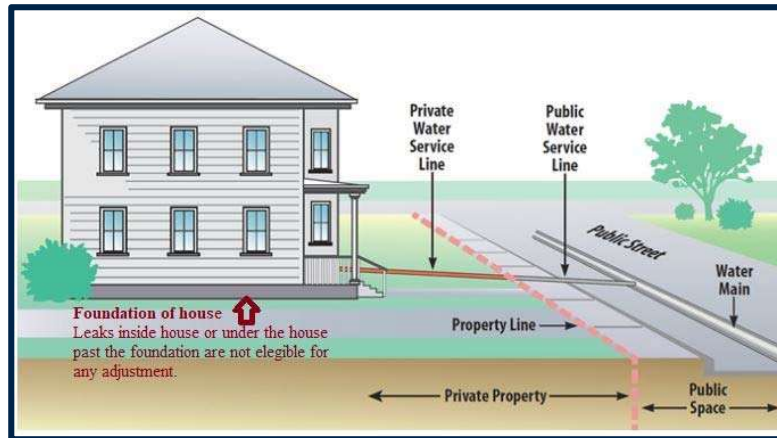
FOR OFFICE USE: Qualified Leak? <input type="checkbox"/> <i>Yes – adjustment allowed</i> <input type="checkbox"/> <i>No – does not meet required criteria</i>



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EXAMPLES 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 the City of Renton.



LIMITS OF RESPONSIBILITY



Water leaks are one of the most common reasons for water bill increases. Addressing and repairing a leak as soon as possible can prevent property damage and avoid higher utility costs. Tips for finding and repairing leaks can be found here: www.savingwater.org

High consumption caused by theft, vandalism, or negligence are not eligible for leak adjustments.