



Columbia Valley Water District
6229 Azure Way
Maple Falls, WA 98266
(360) 599-1699

Application for Leak Adjustment

Per Resolution 08-2011, Section 26, of the Columbia Valley Water District a credit allowance maybe issued once every (2) two years on customer bills for qualifying water leaks.

To be eligible for an adjustment, all of the following statements must be true:

1. You have NOT received a prior adjustment within 2 years of the last adjustment (for example – if you had received a leak adjustment on 2/28/12 you would not be eligible to receive another one until after 2/28/14).
2. Leak must have been in the service line located underground between the meter box and the house. A leak adjustment will not be applied to an account for a leak located in the house or at an outside fixture.
3. Immediate steps were taken, after detection of the leak, to prevent further loss of water
4. You will provide proof of the repair (receipts for any materials or services related to that repair)
5. If you are a tenant and responsible for the bill, you must obtain authorization from your landlord (submit a written statement of policy understanding and authorization of credit adjustment request signed by landlord.)

Adjustments must be requested within 30 days of the date of the water bill suspected of indicating a water leak, or within 30 days of when the Columbia Valley Water District notified you of the suspected problem, whichever came first.

IMPORTANT: Please **be aware that a large leak may result in a water bill that could total SEVERAL THOUSAND DOLLARS!** Small leaks are typically less, but many small leaks are often a sign of a problem water line and indicate that larger and more expensive leaks are likely to happen in the future. Since the Leak Adjustment is a one-time-only benefit, if you request and receive an adjustment for a leak, large or small, you may NOT be eligible for another leak adjustment if you have a second or larger leak in the future. If a service line is prone to future leaks, the best way to reduce the risk of a second leak is not to patch or "spot-fix" the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

If you determine you qualify and wish to apply for a Leak Adjustment, please complete this form and return it to CVWD as soon as possible with the necessary receipts and/or supporting documentation. **NO ACTION CAN BE TAKEN TO PROCESS YOUR ADJUSTMENT UNTIL INFORMATION ON THE COMPLETED APPLICATION FORM IS RECEIVED AND ADJUSTMENT IS APPROVED BY THE BOARD OF COMMISSIONERS.**

Note:

If you have not received a water bill through the date your leak was repaired, we will process your claim after your next bill. It takes an average of 30 days to process Leak Adjustment claims. Your patience during this process is appreciated. If you qualify, a pay delay will be put on your account so you will not receive any delinquent notices while we process your claim.

If you pay by automatic bank draft or automatic payment and cannot pay the full amount immediately, you may call 360-599-1699 to request to be temporarily removed from our automatic debit file. We require notice of **at least two weeks** before your scheduled automatic payment date. You can request your automatic payment be reinstated after your claim has been processed.

Application for Billing/Leak Adjustment Credit

Name Date

Address

Telephone Acct #

Reason for requesting a billing adjustment Clerical Billing Error Water Leak - complete form below

Suspected Meter Malfunction Other, please explain

Date leak first noticed Date leak was repaired

Where was the leak located? Inside the house Between the house and water meter

Have you ever received a leak adjustment before? No Yes Approximate year

Have you attached a receipt/documentation for the leak repairs? No** Yes

** If no, please complete the No Repair Receipt/Documentation form below. Note: copies of receipts documenting the repair or a No Repair Receipt/Documentation form must be returned with your completed application, or the application will be returned to you.

Are you a tenant at this property? No Yes

Landlord's name

Mailing address

Phone number

Please describe how the leak was identified or provide any additional facts you think might be helpful (attach additional pages if necessary)

How much is your total water bill?

We suggest that you pay at least the amount of your "average" bill at this time, and pay the current amount for future bills, until the adjustment process is completed. The balance due after your leak adjustment will typically be higher than your usual bill amount.

By signing this request, I certify that I understand the terms and conditions of the Columbia Valley Water District Leak Adjustment Policy.

Signature of applicant

Signature of Landlord

No Repair Receipt/Documentation Form

Name

Date

Address

Telephone

Acct #

Please explain where your water line broke (attach additional pages if necessary)

Briefly describe the repair

If parts were used for the repair, why are receipts not available?

Signature of applicant

Print name