



King County Water District No. 90
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KING COUNTY WATER DISTRICT NO. 90 LEAK ADJUSTMENT POLICY Frequently Asked Questions (FAQ)

- 1. Who is responsible for the leak?** The District's responsibility, as far as the water distribution system is concerned, ends at the water meter. The customer owns the service line from the meter to the residence. Repair of leaks along the service line or in the house are the customer's responsibility.
- 2. Can I get an adjustment for my water bill?** Since our community's water supply is limited and using it efficiently is of prime importance, we urge customers to repair all leaks promptly. To support our customers in this endeavor, the district offers a one-time leak adjustment. Leak adjustments are applied to one billing period only.
- 3. How long do I have to repair my leak?** To qualify for the leak adjustment, leaks must be repaired within 30 days from the leak notification provided by the district, or, if no notification is provided, the customer must repair the leak within 30 days of discovery.
- 4. What type of leak qualifies for an adjustment?** Leak adjustments are for leaks in the service line only. Leak adjustments do not include sprinkler systems, running toilets, faucets, water heaters, hoses, or other above ground systems.
- 5. How often can I get a leak adjustment?** The owner is entitled to one leak adjustment during the life of the user's service line. A new owner is entitled to one leak adjustment on the same service line the previous owner received a leak adjustment, if in the sole discretion of the district, the new owner did not have knowledge of the leak prior to purchase. Additional leak adjustments may be approved by the District Management on a case-by-case basis.
- 6. How do I qualify for a leak adjustment?** To qualify for a leak adjustment, a customer's usage must be \$50 dollars above an average bill. To initiate the process, the district must receive the District's "Leak Adjustment Request Form," (see attached) or letter from the customer requesting an adjustment. Copies of receipt(s) for the plumber or contractor's work, and/or for materials used in repair must be submitted along with the request form. Once the request form has been received in the District office, a District employee will verify that work has been completed and the service line is no longer leaking.

- 7. How is a leak adjustment calculated?** The leak adjustment is calculated using the customer's previous three-year billing history (or number of years of history available, up to three years). The history is used to calculate an "average water usage" for the same billing period during previous years. The "average water usage" figure is deducted from the water bill corresponding to the leak to determine the additional water consumed. The District's cost of the additional water purchased from Seattle Public Utilities because of the leak is calculated. A credit is calculated that is equal to the amount billed, deducting both the customer's average consumption and the cost of additional water purchased by the Water District. An average leak adjustment is approximately 30% of the customer's water bill corresponding to the leak. The credit is applied to the current bill.
- 8. Where do I start?** The first step is to find a plumber or contractor that can help you identify and fix the leak or plan to fix the leak yourself. The District has a list of contractors that specialize in water line repair and replacement. This contractor list is for reference purpose only. The District makes no claims regarding a contractor's ability, rates, or quality. The District encourages customers to call more than one contractor to get competitive quotes.
- 9. What if I have more questions?** Contact the District office, Monday through Friday, between the hours of 8 am and 4:30 pm, at 425-255-9600, to get answers to any additional questions you may have. Or stop by our office at 15606 SE 128th Street, Renton, WA 98059.