



CITY OF
TOLEDO, WA.

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Water Leak Forgiveness Request

MUST BE FILLED OUT COMPLETELY – INCOMPLETE APPLICATIONS WILL BE RETURNED

<u>UPON COUNCIL APPROVAL, THE EXCESS OVER AVERAGE CONSUMPTION CAUSED BY A BREAKAGE WILL BE CHARGED AT A SPECIAL RATE OF ONE-QUARTER (1/4) OF THE CURRENT OVERAGE RATE PER THOUSAND GALLONS.</u> <i>Current inside and outside city limits overage rate is \$10.00 per 1,000 gallons per ORD 565</i>	Official Use Only Date Received: _____ Rec. By: _____ Public Works Inspection Date: _____ City Council Decision Date: _____ Date Sent to Applicant: _____ Amount Requested: _____ Decision/Comments: _____ _____ _____
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Water Leak Adjustment Policy

Whenever a customer or property owner whose premises are served by the municipal water system owned, operated, and maintained by the City receives a bill that is double, or more than twice, the average billing for a similar period during the preceding twelve (12) months – or for the duration of their occupancy, whichever is less – and the excess consumption is due to a broken pipe or leak within the plumbing or fixtures on the premises, the customer or property owner may apply for an adjustment.

Water adjustment shall be made on a case-by-case basis. Customers or property owners may be granted the benefit of the reduced rate *unless* it appears that the excess consumption resulted from a continued negligent failure to repair plumbing fixtures or pipes serving the premises.

The City may discontinue water service to any premises where a broken water pipe or excessive consumption caused by defective or non-functional plumbing fixtures or pipes is identified, if the owner or customer occupying the premises fails to make the necessary repairs to prevent the waste of water after receiving verbal or written notice from the City.

If a broken water pipe or water leak is observed or discovered on the premises and water is being lost through the leak, the City may, as its discretion, terminate water service to the premises. The City shall leave written notice of the action and the reason for the termination at the premises.

Water service shall be reconnected by the City after the necessary repairs have been completed, without requiring the customer or property owner to pay the turn-on fee or other applicable reconnections charges established by City ordinance.

Effective: January 1, 2008

Ordinance No. 565, City Code 8.4.60

Adjustment Process:

- **Requests must be submitted** in writing using the City's *Water Leak Forgiveness Request Form*.
- **Documentation must be provided** confirming the existence and repair of the leak. This may include a plumber's statement, homeowner's description of the repairs, receipts, invoices, and/or photographs. (Receipts must be provided).
- **Public Works Verification** is required to confirm that water is no longer running or leaking.
- When applicable, a **water shut-off valve** is required per Ord. 820 to protect municipal infrastructure and allow the premises' water system to be isolated without operating the City-owned meter valve.

Adjustment Method:

Any consumption above the established average that is attributable to the qualifying leak will be charged at **one-quarter (25%) of the current coverage rate per 1,000 gallons**.

Frequency Limitation:

- Only **one adjustment per premises** is allowed in a rolling 12-month period, unless full replacement of the water line or leaking fixture(s) is documented.

Requests and all required supporting documentation must be submitted within sixty (60) days of the affected billing date or within one billing cycle. Incomplete requests may delay City Council consideration.

Owner/Applicant

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Physical Address: _____ Account #: _____

To be considered for a water leak adjustment, the following requirements must be met:

- ☐ Immediate action was taken to repair the leak upon discovery.
- ☐ Consumption for the billing period in question was more than twice the average consumption for a similar period during the previous twelve (12) months, or the duration of occupancy, whichever is less.
- ☐ A completed Water Leak Forgiveness Request has been submitted.

