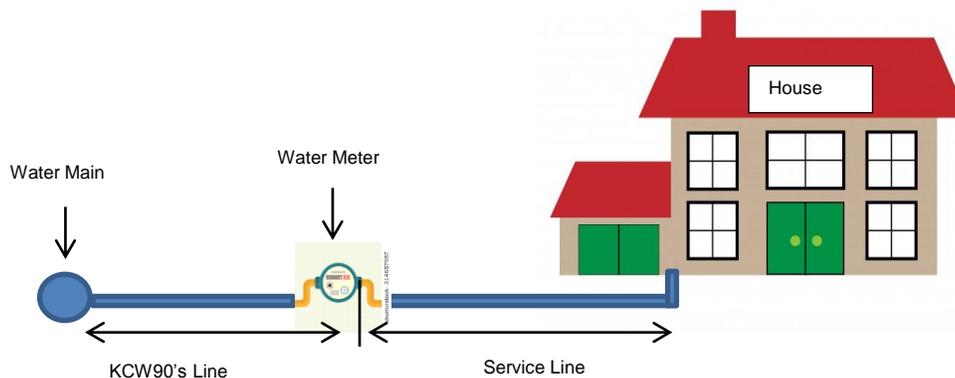


KING COUNTY WATER DISTRICT NO. 90 LEAK ADJUSTMENT POLICY Frequently Asked Questions (FAQ)

- 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) **Will I be notified if I have a leak?** The District makes every effort to notify customers that a leak may be present. Meter Readers are “flagged” when current usage is 200% of previous usage and the read is reviewed. However, leaks that increase slowly over time may never trigger the 200% usage flag. Therefore, notification of a potential leak by the District is considered a courtesy, and not a requirement. Ultimately, it is the responsibility of the homeowner to determine if their higher usage is due to a leak.
- 3) **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 (please review #6). Leak adjustments are applied to one billing period only.
- 4) **How long do I have to repair my leak?** To qualify for the leak adjustment, leaks **must be repaired within 30 days** from the District's leak notification or 30 days from the time the customer detects the leak.
- 5) **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.

- 6) **How often can I get a leak adjustment?** The owner is eligible for a one-time leak adjustment during the life of the user's service line. A new owner is eligible for a one-time leak adjustment on the same service line the previous owner received. In addition, if following a second leak etc., the owner totally replaces the service line a second adjustment (once documentation and/or inspection verifies a total service line replacement) can be considered. However, consideration to approve additional leak adjustments is on a case-by-case basis and is at the sole discretion of the General Manager.
- 7) **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 or a letter from the customer requesting an adjustment. Copies of receipt(s) from the plumber or contractor's work, and/or for materials used in repair must be submitted along with the Leak Adjustment 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.
- 8) **How is a leak adjustment calculated?** The leak adjustment is calculated by collecting the previous three-year consumption history (or number of years of history available, up to three years). This billing history is then used to calculate an "average water usage" for the same billing period during the previous years. The "average water usage" figure is then deducted from the "leak water bill usage." Next, the cost of *additional water* purchased from Seattle Public Utilities is determined. A credit is calculated that is equal to the amount billed, less both the customer's average consumption and the cost of additional water purchased by the District. Lastly, the leak adjustment is then applied to the customer's current bill and a copy of the adjustment is sent to the customer.
- 9) **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 purposes 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.
- 10) **What if I have more questions?** Contact the District office, Monday through Friday, between the hours of 8:00 a.m. and 4:30 p.m. at (425) 255-9600. You can also email us at info@kcwd90.com or stop by the office at 15606 SE 128th Street, Renton, WA 98059.