

## Alderwood Water & Wastewater District

3626 156 Street SW  
Lynnwood, WA 98087  
Customer Service: (425) 787-0220  
Email: [help@awwd.com](mailto:help@awwd.com)

A property can only receive one (1) water leak adjustment every 24 months, regardless of changes in property owners, residents, tenants, or occupants. For multi-unit and commercial customers, only one credit will be given regardless of the number of meters serving that property. The leak adjustment will only apply to the period of the leak and shall not exceed a period of 4 months. The minimum leak adjustment allowed is \$100 and the maximum leak adjustment allowed is \$5,000. Only non-residential accounts are eligible for an adjustment on billed sewer volume charges.

For the full leak adjustment policy, please read District Code 9.10.390 and 9.10.400. All District code is accessible online: <https://www.codepublishing.com/WA/AlderwoodWWD/>

The District offers 2 types of water leak adjustments to customer accounts:

1. **Service Line Leak Adjustment** – Leaks that occurred in the service line between the District meter and the entry point of service into the facility. This includes partial and complete replacement of the service line.
2. **50% Leak Adjustment** – leaks that occurred in an irrigation line, interior plumbing, sinks, and toilets.

Note: If a leak is in an irrigation system that has been winterized, the property owner can make the repairs when the system is re-energized. You must contact the District and provide them the date the system is re-energized, or you will not be eligible for a leak adjustment.

To be eligible for an adjustment, the water leak must be repaired within 30 days of the following two events, **whichever occurs first**:

1. Actual discovery of the leak. “Actual discovery of the leak” means when the property owner becomes aware of a leak in their private water system.

**OR**

2. Notification by District staff that a leak may exist. “Notification by District staff” means any one of the following notices: continuous usage alert on the bill, in a bill insert, or letter.

In the event of direct notification by District staff, the property owner has **15 days** to repair the leak to be eligible for a leak adjustment. “Direct notification by District staff” means any of the following communication: in-person, email, door tag, phone call, or text message.

**Property owners must complete the attached leak adjustment application form and send to the District within 30 days of the completed repairs.** Before submitting your leak adjustment application, please make sure you have attached appropriate proof of repair. Proof of the water leak’s repair may be in the form of pictures, receipt(s) for repair parts, contractor’s invoice, or other documentation that indicates the water leak has been repaired. For repairs made by third parties, the District requires detailed receipts for repairs (such as plumbers or contractors). For repairs made by customers, the District requires copies of receipts for repair supplies, pictures of the leak before and after repair, and a sworn declaration from the customer describing the repair, including a description and date of the repair work.

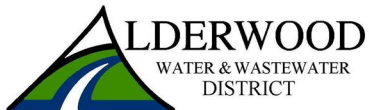
### **Other Important Information**

If you have not received a water bill through the date your leak was repaired, you must still submit a completed application form on time to qualify. We will process your claim after your next bill unless you contact us and request a meter read. It takes an average of 30 days to process customer leak adjustment claims. Your patience during this process will be appreciated.

Please note that while we determine your eligibility for a leak adjustment, you are still expected to pay your average bill. You may contact us to assist you in calculating your average bill. If you are set-up on autopay pay, you can cancel online through our customer portal at <https://ipn.paymentus.com/cp/awwd>. Once your eligibility has been determined or your claim has been processed, you can also use the link to sign back up for autopay.

The leak adjustment is applied to the balance due on the account(s). If a credit balance exists after applying the leak adjustment, it will be applied to subsequent bills until used. Leak credits will not be refunded unless the account is closed, and the customer has a credit balance remaining on the account.

(Please complete the application on page two)



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**Application for Leak Adjustment Credit**

Date of Leak Notice or Discovery of Leak:	
Date of Repair:	
Date of Application:	
Account Number:	
Service Address:	
Contact Phone:	
Email Address:	

**Where was the leak located? (Please indicate below)**

Inside the house                      Between the facility and the water meter                      In the irrigation system

**Are you the owner of this property? YES NO\***

\* District policy states that no leak adjustment credit may be given to a tenant without prior authorization from the landlord. If you are a tenant, please contact your landlord to discuss this matter before submitting your application.

**Please describe the leak and repair.** If you need more space, please attached a separate page.

**Please describe the proof of repair attached.** Please note that we will not process your application without proof of repair.

**Residential Accounts** – Approved water leak adjustment amounts will be calculated as the difference between the amount of water used during the period of the leak, not to exceed 4 months, and the normal usage; less a 15% administrative fee and the wholesale cost of water. The total leak adjustment is not to exceed \$5,000. 50% Leak Adjustments will be calculated at 50% up to the \$5,000 maximum.

**Non-Residential Accounts** – Approved water leak adjustment amounts will be calculated as the difference between the amount of water used during the period of the leak, not to exceed 4 months, and the normal usage; less a 15% administrative fee and the wholesale cost of water. The total leak adjustment is not to exceed \$5,000. 50% Leak Adjustments will be calculated at 50% up to the \$5,000 maximum. Sewer charges eligible for an adjustment will be included in the calculation. The customer must provide enough evidence that the water leaked did not enter the sewer system. It will be the burden of the customer to provide adequate proof to justify the leak adjustment application.

**By signing this request, I (the property owner) certify that I understand the terms and conditions of the District Leak Adjustment Policy and acknowledge that I will not be eligible for an additional Leak Adjustment for this property for 24 months following the date when this Leak Adjustment is granted.**

Property Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* If you are not the property owner, please have the property owner sign this form or attach an email with the above statement in bold from your property owner to validate this application. Property managers must provide proof that they have authority to sign on the property owner’s behalf.