

LEAK ADJUSTMENT PROGRAM

6830 NE 185th St. P.O. Box 82489
 Kenmore, WA 98028-2684 Kenmore, WA 98028-2684
 Ph: (425) 398-4400 | Fax: (425) 398-4430 | www.nud.net

Dear Customer:

Northshore Utility District offers a leak adjustment program as a courtesy to individuals who qualify. The District, a regional water purveyor, purchases wholesale water from Seattle Public Utilities (SPU) for retail sale and distribution to its customers. SPU does not grant any adjustment for leakage. Therefore, the District and its ratepayers pay for any credit allowed on your account.

Water leakage in a private plumbing system, beyond the water meter, is the responsibility of the property owner. The District may grant a partial credit for water consumed in the billing period during which a leak occurred, as determined by the District’s Annual Rate Resolution.

IMPORTANT INFO AND FAQs

HOW MANY TIMES CAN I APPLY FOR A LEAK ADJUSTMENT?

A credit may be granted **no more than once every 24 months**.

HOW LONG DO I HAVE TO APPLY FOR A LEAK ADJUSTMENT?

To be eligible, **you must make repairs within 6 months of finding or being notified of a possible leak**.

HOW WILL THE DISTRICT CALCULATE MY LEAK ADJUSTMENT?

If the leak is repaired within this 6-month period, the District will calculate a leak adjustment based on the **“Adjustment Period”** – the three consecutive billing cycles including the cycle in which the leak repair was made and the two billing cycles immediately preceding the repair. Within your Adjustment Period, the District will calculate an adjustment for **the two consecutive cycles that contain your highest combined usage**.

As the table shows, within your Adjustment Period (Cycles 1-3), your actual leak adjustment (◆) will be calculated for the two consecutive billing cycles with highest water use (A or B).	Cycle #	Adjustment Period A	Adjustment Period B
	Cycle 1 (two cycles prior to repair)	◆	
	Cycle 2 (one cycle prior to repair)	◆	◆
	Cycle 3 (cycle in which repair is made)		◆

I THOUGHT MY CREDIT WOULD BE LARGER. WHY DO I STILL HAVE TO PAY FOR PART OF THE WATER LEAK COSTS?

Because the District still pays for the water used during the leak, we cannot credit back the full costs. In essence, the leak credit allows you to pay a discounted rate for the water lost during the leak.

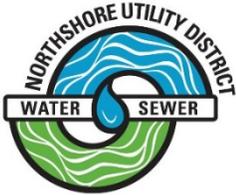
HOW DO I APPLY FOR A LEAK ADJUSTMENT?

- ▶ Complete, and mail to **P.O. Box 82489, Kenmore WA 98028-2684**, a “Leak Adjustment Request” (attached) along with the proof of repair (a copy of the repair bill or receipt for repair parts).
- ▶ The request will be considered once the meter is read for the billing period following the leak repair.
- ▶ While waiting for any credit adjustment, pay an amount equal to 125% of your normal bill. This will make the eventual payment of the unadjusted balance easier to handle.
- ▶ If the bill is paid in full, any credit offered will apply to your next bill(s) on your account.
- ▶ You will receive the bill following the leak repair, calculated without the benefit of any possible credit adjustment. Do not pay this bill yet.
- ▶ Usually the leak related late fee is reversed and the early payment discount allowed if eligible.
- ▶ A letter will be sent informing you of your leak adjustment status, and the required payment due date(s) if appropriate. You should receive the adjustment letter within 20 days of the billing date in which the leak was repaired. If you do not, please call the District office.

If you have any further questions, please call the billing office at **(425) 398-4402** or email us at **billing@nud.net**.

Sincerely,

Northshore Utility District



LEAK ADJUSTMENT REQUEST FORM

6830 NE 185th St. | Kenmore, WA 98028
Ph: (425) 398-4400 | Fax: (425) 398-4430 | leakadjrequest@nud.net

Application date: _____ NUD Account #: _____

Name of Leak Adjustment Applicant: _____

Service address: _____

Mailing address: _____

Phone number: _____ Email address: _____

Applicant is property Owner Tenant Years living at address: _____

Approximate Date of Leak: _____ Date Leak Repaired: _____

Description of leak and repair:	

Note: Documentation to substantiate repair and repair date is required.

(Invoices and/or receipts, and photographs of repair if possible)

If your request for a Leak Adjustment is approved, the excess water used above your normal usage will be re-calculated at the current wholesale rate, for a period not to exceed 4 months.

Repairs must be made within 6 months of the customer being notified of the leak.

By signing this request, I certify that these statements are true and correct 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.

Signature

Date

Please submit form and required documentation to leakadjrequest@nud.net, or mail to P.O. Box 82489, Kenmore WA 98028-2684.