

POLICY ON WATER USE
CHARGES RESULTING FROM CUSTOMER LEAKS

This policy authorizes the City Manager, or his designee, to adjust the amount charged for excessive water consumption in accordance with this policy. **All water shall be paid for and if any adjustments to customer billing are warranted, they shall be made in accordance with policy outline below.**

- I. Conditions Precedent - An adjustment to water use charges may be made after all of the following conditions have been met:
 - A. A regular bill has been issued by the City of Woodway indicating the water consumption for the winter quarter average billing period in question.
 - B. The customer's consumption in gallons for the billing period for which an adjustment is required exceeds by 50% or more the five-month seasonal average consumption (the two months immediately preceding and the prior year for that month, the month before, and the month after).
 - C. A written request is submitted on a form provided by the City, signed by the person in whose name the account was listed as of the billing date shown for the month for which the claim/request is made. Any such request must be submitted within sixty-five (65) days of the billing date shown on the utility bill for the billing period for which an adjustment is requested.
 - D. Customer has shown due diligence and care in making immediate repairs to eliminate the cause of the leak and loss of water.
 - E. The cause of excessive water consumption must have resulted from a clearly identifiable factor generally considered to be beyond the reasonable control of the claimant or any occupant of the premises, and for which claimant received no beneficial use. The cause must not have been the result of claimant's negligence. Causes for excessive water consumption which cannot be specifically identified and corrected shall not be the basis for an adjustment to the water charges. An example of negligence is leaving water hoses running. An example of beneficial use could be a water sprinkler system running longer than intended by the owner.
 - F. Customer must provide proof that the problem which caused the high consumption has been corrected. A receipt from the plumber who made the repairs is considered acceptable proof, provided that the work done is related to the cause of the water loss.
- II. Calculation of Adjustment - When all of the conditions specified above have been met to the satisfaction of the City Manager, or his designee, then an adjustment may be made to the billing for water use. The following method shall be used to calculate the amount billed:
 - A. First, calculate the water charges using the average of water consumption during the months specified in Section I.B. above.
 - B. Then, take the difference between the number of gallons calculated under Section II. A. and the number of gallons billed for the month for which an adjustment is requested. The difference shall be billed at the lowest approved water rate which does not include a base rate amount. For example, as of the date of this policy, the lowest rate which does not include the base rate is \$3.80 per thousand gallons.
 - C. The water charges for which the customer is responsible is the sum of the amounts derived from Section II. A. and II. B. Any other charges which would normally be added to the water bill remain payable.

- III. Payment of Utility Bill

- A. The filing of a request for an adjustment to the water bill does not relieve the customer of payment by the due date of the remainder of all other utility charges which are not based on the amount of water consumed or used.
 - B. The City shall provide a response to the customer within ten business days of receipt of customer's written request to adjust the water bill under the provisions of this policy.
 - C. Upon notification of the City's decision and the amount due, the customer shall make immediate payment if after the due date shown on the original utility bill.
- IV. Other Adjustments - The City Manager shall have the authority to interpret the provisions of this policy as they may pertain to situations not covered or anticipated in this policy and to make such other adjustments as are determined by him/her to be fair, reasonable, and in the City's best interest.
- V. Effective Date
- A. This policy shall become effective on the day following passage.
 - B. This policy shall not become the basis for claims/requests which predate the provisions of Section I. C. above.
- VI. Policy approved by City Council Minute Order on October 8, 1990.

POLICY ON SEWER USE CHARGES
RESULTING FROM CUSTOMER LEAKS

This policy authorizes the City Manager, or his designee, to adjust the winter quarter average consumption used in determining monthly sewer charges in accordance with this policy. **All water shall be paid for and if any adjustments to customer billing are warranted, they shall be made in accordance with policy outline below.**

- I. Conditions Precedent - An adjustment to winter quarter average consumption used in determining monthly sewer charges may be made after all of the following conditions have been met:
- A. A regular bill has been issued by the City of Woodway indicating the water consumption for the winter quarter average billing period in question.
 - B. The customer's consumption in gallons for the billing period for which an adjustment is required exceeds the five-month seasonal average consumption by 50% or more. The five-month seasonal average consumption is determined using consumption billed the two months immediately preceding and the prior year of that month, the month before, and the month after.
 - C. A written request is submitted on a form provided by the City, signed by the person in whose name the account was listed as of the billing date shown for the month for which the claim/request is made. Any such request must be submitted within sixty-five (65) days of the billing date shown on the utility bill for the billing period for which an adjustment is requested.
 - D. Customer has shown due diligence and care in making immediate repairs to eliminate the cause of the leak, loss of water and/or extraordinary water consumption.
 - E. The cause of extraordinary water consumption must have resulted from a clearly identifiable factor which is documented as a one-time occurrence and which did not result in a higher amount of sewer discharge (i.e. filling of swimming pool after repairs; leaving water sprinkler valve open).
 - F. Customer must provide proof that the problem which caused the high consumption has been corrected. A receipt from the plumber who made the repairs is considered acceptable proof, provided that the work done is related to the cause of the water usage. Should the cause of high consumption not require a repair resulting in available receipts, this requirement may be fulfilled by the customer completed *Supplement A, "Customer Statement as to Cause and Corrective Action."*

- II. Calculation of Adjustment - When all of the conditions set forth in Section I above have been met to the satisfaction of the City Manager, or his designee, then an adjustment may be made to the winter quarter average consumption used in determining the monthly sewer rate:
- A. Calculate the five-month seasonal average as defined in Section I.B. above. Should consumption not be available for one or more months used in the five-month seasonal average calculation, then the consumption for such months shall be considered to be 5,000 gallons. Exception: Consumption from a prior residence shall be used in the seasonal average for an established customer who has moved within Woodway.
 - B. Multiply the five-month seasonal average consumption by 150%.
 - C. If the resulting consumption in Section II.B. is less than the extraordinary billed consumption for which adjustment is being required, then the five-month seasonal average shall become the consumption used for the month in question when calculating the winter quarter average consumption for sewer rate determination.
 - D. If the resulting consumption in Section II.B. is *not* less than the extraordinary billed consumption for which adjustment is being requested, then no adjustment will be granted.
- III. Payment of Utility Bill
- A. The filing of a request for an adjustment to the utility bill does not relieve the customer of payment by the due date of the remainder of all other utility charges.
 - B. The City shall provide a response to the customer within ten business days of receipt of customer's written request to adjust the water bill under the provisions of this policy.
 - C. Upon notification of the City's decision and the amount due, the customer shall make immediate payment if after the due date shown on the original utility bill.
- IV. Other Adjustments - The City Manager shall have the authority to interpret the provisions of this policy as they may pertain to situations not covered or anticipated in this policy and to make such other adjustments as are determined by him/her to be fair, reasonable, and in the City's best interest.
- V. Effective Date
- A. This policy shall become effective on the day following passage.
 - B. This policy shall not become the basis for claims/requests which predate the provisions of Section I. C. above.
- VI. Policy approved by City Council Resolution R-98-07 on April 27, 1998.