



NORTHSHORE UTILITY DISTRICT

LEAK ADJUSTMENT PROGRAM

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**. If you have two separate leaks during a 24-month period, the District may grant the adjustment based on the volume of the larger leak.

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

To be eligible, **you must make repairs within 12 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 12-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.

WHAT IS THE BENEFIT OF MAKING REPAIRS QUICKLY IF I HAVE A YEAR TO APPLY FOR A CREDIT?

The District extended the time frame to apply for leak credits to one year because we recognize that some leaks, especially on the outside water line, may involve more time and cost to repair properly. But it still benefits you to act quickly. If you have a leak for six consecutive billing cycles, you will only receive credit for two of those.

HOW DO I APPLY FOR A LEAK ADJUSTMENT?

- ▶ Complete and send in 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



NORTHSHORE UTILITY DISTRICT LEAK ADJUSTMENT REQUEST FORM

Application Date: Billing Cycle #: NUD Account #:

Name of Property Owner:

Service Address:

Mailing Address:

Phone Number: Living at this address for how long?

I, , hereby request consideration for the Leak Adjustment Program offered by Northshore Utility District.

Repair Completion Date:

Leak Location (above or below ground) Above Below

Description of Incident:

By completing the following "Requested By" field and checking one of the Owner/Tenant boxes below, I am certifying the following: I declare these statements are true to the best of my knowledge and belief.

Requested By: (Signature if printing, e-mail address and name if sending)

Signed by Owner Signed by Tenant

Include copy of the repair bill and/or receipts with this Leak Adjustment Request