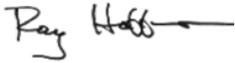


Title Leak Adjustments	Number CS-310.6	Rev. no. 0
Responsibility Customer Service Branch	Supersedes DR-2011-007	Pages 3
SPU Director's Approval  Ray Hoffman	Effective Date December 1, 2014	

1. PURPOSE

This Director's Rule establishes the qualification criteria and administrative process for issuing billing adjustments to a retail customer's water and sewer utilities service bill due to underground domestic and fire service water line leaks.

2. DEFINITIONS

Customer. The owner of a property within the City of Seattle retail distribution service area.

High consumption. A property's higher-than-average water and sewer consumption as evidenced by a customer's utility service bill.

Underground leak. A leak on any buried or submerged pipe outside the foundation of any structure on the retail customer's property.

Retail. Residential and commercial properties within the City of Seattle's retail water distribution service area or the sewer service area. It does not include wholesale water customers.

3. RULE

A. Requirements for Leak Adjustments

A retail customer is eligible for an adjustment to a water and sewer service bill due to an underground leak on the property after the following requirements have been completed:

- 1) The repair, replacement, or cut-and-cap of a buried or submerged pipe is completed within six months of receipt of the initial high consumption utility bill. A delay of repairs and notification to SPU beyond the time periods under this section will be considered a violation of SMC 21.04.310 and SMC 21.04.320.
- 2) SPU has inspected and approved the repair, replacement, or cut and cap of an underground domestic or fire service water line or other related underground pipes on the retail customer's property prior to backfilling.
- 3) The retail customer has requested an adjustment due to high consumption on the water and sewer utility service bill within 60 days of SPU's approval of the repair.

B. Administering the Leak Adjustment

Once approved by the Deputy Director of Customer Service or the designee, adjustments to the utility service bills due to the underground leak are administered as follows:

- 1) Water: A 50 percent adjustment to the water consumption above the average consumption for that season for up to two utility service bill periods.
- 2) Sewer: A 100 percent adjustment to the sewer volume above the average consumption for that season for up to two utility service bill periods.
- 3) Service bill adjustments based on the adjusted water consumption amounts will be calculated and posted to the retail customer's account within 60 days of meeting all requirements listed in section 3.A. Exceptions may include lack of historical consumption data or post-repair consumption that continues to be higher than average. If a retail customer resides outside of the City of Seattle sewer-service area, only a water-service bill adjustment will be made.
- 4) The final adjustment amount will be conveyed to the customer by letter.

C. Noneligibility for Leak Adjustments

A retail customer is not eligible for an adjustment to water and sewer service bills due to circumstances caused by, but not limited to, the following:

- Faulty toilets
- Irrigation system valves, timers, sprinkler heads, backflow devices, and any other system accessories
- Hoses and outdoor faucet leaks
- Indoor plumbing, fixtures, and appliances
- Discolored water
- Theft or vandalism
- Crawl-space or basement leaks
- Unexplained high consumption

4. ROLES AND RESPONSIBILITIES

A. SPU is responsible for

- Professional and courteous response to a retail customer's request for an adjustment.
- Timely response for inspection, approval, and denial of repairs.
- Uniform and consistent application of the leak adjustment policy and procedure.
- Educational outreach to the public on how to check for a leak.
- Review, calculation, and posting of an approved leak adjustment to the customer's account.
- Providing customers the ability to seek redress of final decisions through SPU policy CS-104, Customer Billing and Service Disputes within the Customer Service Branch—Retail.
- Recusal by a SPU employee from approving, calculating, or posting any leak adjustment where the employee is related to the retail customer or may have a financial interest in the property, or under any other conflict of interest policy that may be in effect for SPU employees from time to time.

B. Customer is responsible for

- Repairing the leak within six months of receipt of the initial high-consumption utility service bill.
- Requesting a SPU inspection of the repair, replacement, and/or cut and cap of the domestic- or fire-service water line or other related underground pipe prior to backfilling.
- Requesting an adjustment due to high consumption on the water and sewer utility service bill within 60 days of SPU's approval of the repair.
- Paying all undisputed utility service bill charges or the property may be subject to credit and collection activity that could include termination of the water service.

5. AUTHORITY/REFERENCES

- SMC 21.04.310, Owner's responsibility for maintenance
- SMC 21.04.320, Wasting water and other unlawful uses
- SMC 21.04.410, Accounts of charges and penalties
- SMC 21.28.100, Adjustments to wastewater volume charge
- Policy CS-104, Customer Billing and Service Disputes Within the Customer Service Branch
- Director's Rule FIN-210.1, Standard, Connection and Administrative Charges – Sewer
- Director's Rule FIN-210.2, Standard, Connection and Administrative Charges – Water