



City of Lynnwood Utility Billing
19100 44th Ave W
Lynnwood, WA 98036
PH: 425.670.5170
Email: ub@lynnwoodwa.gov

Leak Adjustment Request

Name: _____ Date: _____

Service Address: _____

Mailing Address (if different from service address) _____

Email _____ Phone _____

Account # _____ Customer # _____

I certify that I am the ☐ Owner ☐ Tenant

☐ I have repaired all leaks and am requesting a leak adjustment

☐ I have attached a copy of repair or parts receipts and a note of explanation

Please check what was done to repair your leak:

☐ Date leak was noticed: _____

☐ Describe repair: _____

☐ Date of repair: _____

Return completed request form with supporting documentation:

- Repair receipts
- Explanation of discovery and repair
- Pictures (if any)

***if the leak qualifies for an adjustment, it will appear on your next invoice*

Please do not write below – city use only _____

☐ Repair confirmed

☐ Adjustment Approved

☐ Prior Leak Adj date: _____

☐ Adjustment denied due to _____

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Applications available at www.lynnwoodwa.gov/ub

WATER LEAK ADJUSTMENTS

Lynnwood Municipal Code 13.34.090 Billing Adjustments

The public works director together with the finance director or designee shall establish regulations and procedures for making adjustments to the quantity of water and sewer from which billings are calculated in situations where a customer reports a leak in their plumbing. Irrigation systems are excluded for leak adjustment consideration. These regulations and procedures shall establish the criteria to be used in consideration of an adjustment, the method to calculate the adjustment, minimum and maximum amounts allowed and the frequency with which adjustments will be considered. Property owners must provide proof of repair when applying for a leak adjustment and must apply within 60 days of actual discovery of leak. (Ord. 3393 § 2 (Exh. B), 2021; Ord. 3024 § 18, 2013)

A property can only receive one water leak adjustment every 24 months, regardless of changes in property owners, residents, tenants, or occupants. For multi-unit and commercial customers, one credit will be given per city owned meter, regardless of the number of buildings or units served.

General Guidelines

1. The City of Lynnwood allows one leak adjustment per meter per 24-month period, regardless of changes in property owner, manager, or occupant. Residential and commercial accounts are eligible.
2. Charges can be adjusted for up to two billing periods (four months).
3. The City of Lynnwood purchases its water from the Alderwood Water and Wastewater District (AWWD) at a wholesale rate. When a leak adjustment is calculated, the City's charge to the customer for water will be reduced to the wholesale rate plus 20%.
4. In calculating a leak adjustment, City staff will consider historical and/or typical consumption levels.
5. The City does not provide reimbursement for the cost(s) of repair, or other costs resulting from a water leak.
6. The approved leak adjustment amount will be applied to the utility account's balance due, which may result in a credit toward future charges. Only in instances of account closure will the City consider providing a monetary refund.

Applications for Leak Adjustment

1. A complete Leak Adjustment Request with documentation must be submitted to Utility Billing as soon as possible following the repair. Property owners or third parties can submit the request and supporting documentation in person or by email. Documentation MUST include invoice(s) or receipt(s) for repair work and/or parts.
2. If the request qualifies for a leak adjustment, it will be reflected on your next invoice. You will be contacted if additional information is required. City inspection of the repaired service line may be required.
3. Please allow 10 – 14 days for Leak Adjustment review. Customers are responsible for paying current and new charges while an application is being processed.
4. In the event of a dispute regarding a City action upon a Leak Adjustment Request, the property owner may submit a written request for reconsideration with supporting evidence for consideration by the finance director.