



## WATER LEAK ADJUSTMENT APPLICATION

Telephone: 253-922-8733  
Website: [www.cityofmilton.net](http://www.cityofmilton.net)

CONTACT NAME \_\_\_\_\_ ACCOUNT # \_\_\_\_\_

ADDRESS WHERE LEAK OCCURRED \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

I hereby notify the City of Milton Finance Department that I have sustained a water leak at the above address and that it has been repaired. I am requesting an adjustment to my utility bill per MMC 13.28.050. I acknowledge that signing this form does not guarantee a billing adjustment will be granted, and that if I am authorized to receive an adjustment, only one leak adjustment will be allowed per 12-month period. I am enclosing a copy of the repair bill and/or material receipts.

**Note: Adjustments will not be made until the leak repair can be verified in our billing system. Depending on the date of repair, this could be 1-2 billing cycles.**

Approximate Date Leak Noticed or Date Notified by the City \_\_\_\_\_

Date Leak Repaired \_\_\_\_\_ Leak Repaired by \_\_\_\_\_  
Self, Contractor, Neighbor etc.

Location of Leak \_\_\_\_\_

Leak Explanation \_\_\_\_\_

Description of Repair \_\_\_\_\_

Signature of Customer \_\_\_\_\_ Date \_\_\_\_\_

### Return Your Application

Return your application along with receipts/invoices that support your request via one of the options below. (If this was a minor repair made with parts on hand, please submit pictures of the repair.)

Mail – City of Milton  
Attn: Utility Clerk  
1000 Laurel Street  
Milton, WA 98354

Email - [utilities@cityofmilton.net](mailto:utilities@cityofmilton.net)

Fax – 253-922-8735

## WHAT DO I DO IF MY WATER CONSUMPTION SEEMS HIGH?

The first thing to do is perform some self checks:

1. Turn off all your appliances. Shine a flashlight inside your meter. If it is still spinning, you may have a leak somewhere.
2. Check for leaks in your irrigation system. Manually run your sprinklers to see if all are running properly.
3. Have you recently filled a hot tub or a pool?
4. Did you have anyone staying with you during the billing period?
5. Do you have a dripping faucet?
6. Look at the actual consumption in addition to the graph when comparing to previous months.
7. Is your toilet leaking? *This may be a silent and un-noticeable leak, but usually easy to repair. To see if your toilet is leaking, flush your toilet. Once the bowl finishes refilling, put a Detect a Leak tablet in your toilet tank. DO NOT FLUSH! After 30 minutes, check the bowl of your toilet. If the water color has changed, your toilet is leaking and needs repaired.*

If none of the above seems to be an issue, please call 253-922-8733 ext. 2702 to explore your options.

## WATER LEAK INFORMATION

The City of Milton is responsible for maintaining the water service up to and including the meter box. This includes the performance and repair of the meter. Water leaks that are on the property owner's side of the meter are the responsibility of the property owner. This responsibility includes the repair of the leak and cost of the water consumed.

Potential sources of water leaks can include:

Broken water pipes	Washing machines
Leaking toilets	Hot water heaters
Outside valves left open	Pool/spa/hot tubs
Leaking irrigation systems	

Some leaks may be underground and not easily detectable. Complicated repairs may require the services of a professional plumber or contractor.

The City is unable to perform repairs on private property, provide advice for specific repairs or make plumbing/contractor recommendations or referrals. However, the City does offer its customers some financial relief from a high-water bill caused by leakage.

Adjustments to Water Bill Due to Leaks:

- The leak adjustment will be for a time period not to exceed 30 days from the date the customer is notified of the leak by the City; or, if no notification is provided the leak adjustment will be for a time period not to exceed 30 days from the date of discovery by the customer. The Public Works Director or designee may approve an additional 30 days for significant repairs which may require additional time due to cost or availability of contractors.
- A request for a water leak adjustment must be made in writing to the city of Milton, administration/finance department. The written request must include the date the leak was repaired and a copy of the repair bill or receipt for materials. Written requests must be received within 30 days of the date of repair.
- Each customer is allowed one leak adjustment per 12-month period.
- The bill that includes leak consumption must be paid in accordance with the normal payment procedures. Approved adjustments shall be credited on the bill following the adjustment approval.
- The adjustment shall be based on water use during the previous year.
- The maximum adjustment shall be 50 percent of the consumption amount that exceeds the consumption amount during the same billing period in the previous year. For customers occupying premises for less than one year, the consumption adjustment shall be made from the average consumption of the three billing periods previous to the leak consumption bill.