



FINANCE DEPARTMENT

UTILITY BILLING

501 Delta Avenue

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LEAK ADJUSTMENT POLICY

The City of Marysville allows a customer no more than one leak adjustment per meter in any twenty four month period.

Another leak adjustment will not be allowed until two (2) years following the date of repair.

The adjustment can incorporate a maximum of two billing periods (4 months) for residential and commercial accounts.

If the leak occurred on the City's side of the meter or due to malfunction of the water meter, the customer will not be responsible for any excess water charges beyond the consumption for the same billing period from the previous year.

Adjustment Request Procedure

Complete the leak adjustment request form available online. If you need a form and don't have access to a computer, you can request one from the City of Marysville Utility Billing department by:

Phone: 360-363-8001

Fax: 360-651-5175

E-mail: utilitybilling@marysvillewa.gov

In Person/Mail: City Hall, Utility Billing City of Marysville, 501 Delta Avenue, Marysville, WA 98270.

Adjustment Methodology

The customer's calculated water use will be based on the same billing period from the previous year. If there is insufficient history, research of previous billing periods may be necessary to establish a typical consumption amount for the period before an adjustment can be made. For new utility customers without sufficient usage history, it may be necessary to establish additional consumption history before an adjustment can be made. If an adjustment is warranted, all water consumption must be paid by the customer but any excess consumption above a typical consumption amount will be re-computed at the lowest tiered rate for the service area.

Commercial Sewer Accounts

Commercial accounts may also qualify for an adjustment to sewer charges because they are based on water consumption. An adjustment for sewer charges can be made for the leak adjustment period.

To qualify for a leak adjustment the following conditions must be met:

- The leak must be repaired and the repairs must be permanent.
- Within 60 days of the repair, the completed "Leak Adjustment Request" form and documentation, such as repair invoices must be submitted to the City's Utility Billing division.
- The City does not reimburse for any parts or repair costs that were incurred because of the leak.
- The utility customer will be contacted if their request for leak adjustment is not approved or if additional information is required.

- In the event of a dispute over an adjustment, a utility customer may request a meeting with the City's Finance Director to resolve the billing dispute.

Questions – Please contact Utility Billing at 360-363-8001