The City of Kirkland offers adjustments for lost water to qualifying utility customers that meet the following criteria eligibility:

- Have a leak deemed undetectable by the homeowner
- Provide proof of the repair (receipts for any materials or services related to that repair)
- Must be part of the plumbing system

Kirkland Municipal Code 15.24.050 - All water lost from any size meter unknown to the owner and proved to be a failure in the plumbing, may be charged out at current wholesale plus ten percent and the owner’s bill credited for the balance. (Ord. 3368 § 8 (part), 1993: Ord. 2129 § 1 (part), 1970: Ord. 2062 § 6.04, 1969).

Please note: NO ADJUSTMENTS are made for leaks to irrigation systems, pools, water features or boat docks, as they are not a part of the plumbing system.

IMPORTANT:
Please be aware that a large leak may result in a water bill that could total SEVERAL THOUSAND DOLLARS. Small leaks are typically less, but many small leaks are often a sign of a problem water line and indicate that larger and more expensive leaks are likely to happen in the future. If a service line is prone to future leaks, the best way to reduce the risk of a second leak is not to patch or “spot-fix” the break, but to replace the entire line. Because each circumstance is unique, we strongly suggest that you contact your repair provider for professional advice given your particular circumstance.

Leak adjustment methodology:
The consumption during the leak period will be compared to the consumption period for the same time during the previous three years. The difference in usage will be a credit to the account calculated at the consumption rate less the city cost per unit plus 10%. If a three year history is not available the City will use an average base on occupancy or process the adjustment after actual usage can be determined.

If you determine you qualify and wish to apply for a Leak Adjustment, please complete the attached form and return it to our office as soon as possible with the necessary receipts. No action can be taken to process your request for adjustment until the information on the completed application is received.
Name: ___________________________________ Date: __________________

Service address: ___________________________ Account number: ______________

Mailing address: ___________________________ City: __________ State: ______ Zip____

Daytime Phone: ___________________________ Email address: __________________

Are you the owner of this property?  Yes _________ No __________

Landlord’s Name ________________________________________________________________

Landlord’s mailing address: __________________________ City________ State____ Zip____

Date rental agreement commenced: ______________

Please attach copies of all receipts, repair bills and photographs pertaining to this leak.

Date you first noticed your leak: ______________ Date the leak was repaired: ______________

Where was the leak located? (circle one)

       Inside the house       Between the house and the water meter       Other (please indicate below)

Please describe how your leak was identified or provide any additional facts you think might be helpful below:  
(or attach an extra page)

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

Multifamily/Commercial accounts- Where did the water leak to? ______________________________

____________________________________________________________________________________

Have you ever received a previous leak adjustment? Yes _________ No __________

If “Yes” date of adjustment __________________

Copies of receipts documenting the repair MUST be returned with your completed application, 
or the application will be returned to you.

By signing this request, I certify that I understand the terms and conditions of the leak 
adjustment policy.

Have you attached a receipt for the cost of the leak repairs? Yes _________ No __________

Customer signature ____________________________ Printed name ______________________
Name: ________________________________________________

Address: ____________________________ City:__________ State: _____ Zip: ________

Customer Number: ______________________________

Please explain where your water line broke:
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

(additional pages if necessary)

Briefly describe repair:
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

If repair parts were used for this repair or a commercial establishment performed the repair why are receipts not available?
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Customer Signature: ________________________________

Date:_______________________________________________