



Water Leak Adjustment

REVISED: August 1, 2017
City of Olympia Utility Services
PO Box 7966, Olympia, WA 98507-7966
Phone: 360.753.8340
olympiawa.gov

Olympia offers a leak adjustment program that may reduce the money owed for water while the leak occurred.

Program Information.

- The City will make one leak adjustment per account in a 3 year period.
- The leak must be repaired and proof of repair provided.
- The adjustment is calculated based on the average consumption on the account in the past three years. If the consumption during the time of the leak was 50% higher than the average, the adjustment will be for the dollar difference between the actual consumption during the leak and the average consumption of the past three years.
- Adjustment for multi-family properties is for water use only since the sewer charge is not based on consumption.
- Adjustment for single-family residential properties is for water use and sewer use, if applicable.
- Adjustment for commercial properties is for water and sewer since charges for both are based on consumption.

How to Apply.

1. If the work was performed by a plumber or contractor who gave you an invoice for the work:
 - Provide a bill from the plumber or contractor with the following information written on the invoice:
 - Street address where the water leak repair was made, and
 - Date of repair, and
 - A description of the problem and the repair.

OR

2. If you made the repair yourself, or someone repaired the leak on your behalf and did not invoice you for their work:
 - Provide a copy of the receipt for the parts/materials purchased to repair the leak, and
 - Write on the bill or an attached piece of paper:
 - Street address where the water leak repair was made, and
 - A description of the problem and the repair.

Please contact a City of Olympia Utility Billing Specialist at 360.753.8340 if you have additional questions about leak adjustments.