



# Leak Adjustment Request

*Allowing this request requires prompt corrective action by the customer*

Upon completion please turn in or mail the request to:

City of Mountlake Terrace | Utility Billing

23204 58th Ave W

Mountlake Terrace, WA 98043

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Account: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

I am the:  Owner  Tenant

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_

- Include copies of receipts for parts purchased or services rendered to repair the leak with this form
- Adjustments will be denied if repairs have not been made within 60 days of notification by the City. The City may adjust water bills from leaking or broken lines, sinks, toilets, or other appliances.
- No Sewer Consumption adjustments will be made.
- Customers may be notified of a leak by phone, in their utility bill, in person, by email, or any other way
- Once you submit this form our Public Works Department will verify that all leaks have been repaired
- Adjustments will be for a maximum of two bill cycles only
- You will be notified of the new balance when the adjustment has been completed. Please make sure you provide your email address for this purpose.

**Contact Us | Public Works: 425 670 8264 | Utility Billing: 425 744 6214 | [utilitybilling@mltwa.gov](mailto:utilitybilling@mltwa.gov)**

**Leak Adjustment Request Notice**

Completion of this form does not guarantee an adjustment will be made to your bill. As your account must remain current to avoid additional services charges, customers are advised to pay the amount due while your adjustment is pending.

Any unpaid amounts pending consideration of a Leak Adjustment will be treated in the same manner as all other unpaid accounts.

Reimbursement will only occur once a water leak adjustment request is granted. Any leak adjustment made will be a credit on your utility account.