Saratoga Water District

3830 Reservoir Road Langley, WA 98260
www.saratogawaterdistrict.org

APPLICATION FOR LEAK FORGIVENESS

Legal Owners Name:

_____, _____
Last First

Legal Owners Address Where Leak Occurred: _____
Street

_____ _____ _____
City State Zip

Billing Address: (If Different From Above) _____
Street

_____ _____ _____
City State Zip

E m a i l A d d r e s s :
_____

Phone Number: _____

_____ _____
Date Leak was Discovered? **Date Leak Repairs Completed?**

*****Attach documentation indicating repair was completed. (Receipts or invoices are accepted) *****

Reason / explanation for applying for Leak Forgiveness:

_____
_____
_____
_____
_____
_____
_____
_____

Signature of Legal Owner_____ **Date**_____

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This form is to be mailed to:
Saratoga Water District, 3830 Reservoir Road, Langley WA 98260.

Leak Forgiveness Policy

- It has been provided for in the Small Water System Management Plan (SWSMP) that the Commissioners shall set rates and charges for providing water service to customers. SWD has chosen to implement a Leak Forgiveness Policy as provided within the following conditions and language:
    - The policy applies to documented water leaks on owner's property not due to negligence,
        - A water leak shall be defined as "an unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer's residence or non-residential site that results in a customer's bill(s) being higher than the customer's typical bill for water services."
    - In order for a customer to request a water leak adjustment, the customer must ensure that the source of the leak has been identified and repaired.
        - The District must be ensured a customer's bill is not impacted by the same leak in the future.
        - The District will not make adjustments for leaks that have not yet been repaired. Shutting off the source of the leak is not considered a repair for the purposes of this leak forgiveness program.
    - A customer with a water leak forgiveness credit will still be charged the minimum Tier One Water Rate Fee plus 50 percent of the Tier Two and Three water rate charges.
    - A credit will only be given for two billing cycles if necessary. Credit will not be given on leaks that are not reported or claimed lasting over four months.
    - One leak forgiveness credit per service connection during a three-year period.
    - Procedure for obtaining a Leak Forgiveness Credit
    - When a leak is discovered, the customer must make sure the water is shut off to the leak site, at the meter if necessary. The customer should contact SWD at its published number.
        - Once the leak has been fixed, complete the Application for Leak Forgiveness form found on the district's website. www.saratogawaterdistrict.org
        - Attach the relevant receipts or invoices. Documented proof of repairs must be given to receive the leak forgiveness credit. No credit will be given unless there is evidence that the repairs were made. The evidence may be invoices or receipts.
        - The Application for Leak Forgiveness form must be mailed to Saratoga Water District, PO Box 113, Langley, WA 98260.
        - The form must be received within 120 days of the due date of the last bill impacted by the leak.
        - The account under review must not have been granted a leak forgiveness credit in the past 36 months.
    - The Board will respond to written request on the approved application at the next regularly scheduled meeting. Upon receiving the application and documentation, the Board will review and determine if the application qualifies.

- If the Board approves the Leak Forgiveness, a credit will be issued to the customer's account, which will be seen on the next billing cycle.

This Leak Forgiveness Policy is part of the Saratoga Water District (SWD) Board Governance Policies as adopted by the SWD Board of Commissioners. This policy is official and in effect, as written, unless repealed or amended at a regularly scheduled or specially called meeting of the Board. The SWD Board of Commissioners last revised and amended its Governance Policies on January 2024.