

# CITY OF PUYALLUP

## LEAK ADJUSTMENT POLICY

(Updated 11/30/2021)

All water service customers must obtain a *Utility Connection Permit* if the repair is located outside the building footprint. All water service customers living within the City of Puyallup must obtain a *Plumbing Permit* if the leak is located within the building footprint. To apply, please visit the City of Puyallup's website for access to the [CityView](#) application portal. For all water service customers living outside city limits please verify with your local jurisdiction if a permit is required. *Any questions regarding permits please contact the permit center at 253-864-4165.*

1. A written request for a leak adjustment; including the date the leak was repaired, description of leak and a copy of the repair bill or materials receipt shall be submitted to begin the adjustment process. This request should be addressed to:

City of Puyallup  
Utilities Division  
333 S Meridian  
Puyallup, WA 98371  
[copbilling@puyallupwa.gov](mailto:copbilling@puyallupwa.gov)

2. Upon receipt of the request, the Water Division will confirm that the leak has been repaired. This confirmation must be made before any adjustment is processed.
3. If water consumption for the same billing period in the previous year was greater than the consumption for the period in which the leak occurred, no adjustment will be made. \*
4. Customers will be eligible for a leak adjustment if the total dollar amount of the adjustment for both water and sewer is greater than \$25.00 (or \$15.00 for a water-only account).
5. An adjustment will be made for one billing per 12-month period.
6. If the leak occurs during the months which are used to calculate the consumption average, the average will be recalculated using the adjusted water consumption.
7. The leak adjustment will appear on the next billing after the leak adjustment process has been completed. All bills are due on the date stated on the bill.

***\*Please note: All reoccurring online payments and Auto-pay accounts will draft on normal processing date. Please contact our office if this is a concern***

- \*NOTE:** For new owners or renters occupying the premises for less than one year, the consumption used to determine the leak adjustment amount will be one of the following:
- A. An average of the water consumption in the three complete billing periods, immediately preceding the billing period in which the leak began.
  - B. In the absence of three complete billing periods, the water consumption from the previous residence for the same billing period in the previous year, if the residence was on the City of Puyallup water system.
  - C. If neither (A) nor (B) is applicable, the system average will be used.