

City of Battle Ground

Adjustment to Water Billing – Broken Pipes

Battle Ground Municipal Code 13.105.100– An ordinance of the City of Battle Ground establishing a section of the municipal code to set formula to be used in making adjustments in water bills resulting from broken pipes.

When any customer, in any given billing period, has used according to the water meter a quantity of water which is more than double the average amount of water used on such premises in similar billing periods in prior years, and the water consumption is solely caused by a broken water pipe on the user's premises, then the customer may make an application to the Finance Director in writing for reduction of the billing. If the application states there was a broken pipe on the customer's premises, which caused a large consumption of water, the existence of a broken pipe shall be verified by inspection by a Public Works employee. **If it is established by receiving documentation that such broken pipe has been repaired and approved by the city, a reduction of the bill to an amount that is the average of the prior four months, plus one-half of the difference between the average and the existing disputed bill.** The reduction provided for in this section shall not be allowed if such excess water consumption is due to a customer's neglect or failure to repair the broken pipe. A reduction in billing shall not be permitted if such excess consumption is due simply to leaky faucets or other plumbing fixtures.

Date _____ Name _____ Service Address _____

Mailing Address _____ Phone Number _____

Date Broken Pipe Was Discovered _____

Repaired By _____ Date Repaired _____

Customer Comments: _____

City Service Inspection By _____ Date _____

City Comments: _____

FOR OFFICE USE ONLY

Account# _____ Date _____

Credit Amount _____ Finance Director _____