



## City of Sherwood

### UTILITY BILLING

## Credit for Leak Adjustment Practices and Procedures

---

The City of Sherwood will consider adjusting water consumption charges for a water leak that occurs between the City water meter and the customer's house/business if the leak is repaired within 10 days of discovery.

**To ensure that your application gets processed in a timely manner, please carefully review the following Leak Adjustment Guidelines:**

### **General Guidelines**

All water lines and plumbing on the outlet side of the water meter are considered "private" and are the responsibility of the customer/property owner. However, the City recognizes leaks in water lines, plumbing, and water-related equipment occur, despite proper maintenance and diligence on the part of the customer/property owner. In order to provide financial relief to customers/property owners who experience sizeable water leaks, the City will consider granting an adjustment to the customer's water bill under the following circumstances:

- The leak did not result from a willful or negligent act on the part of the customer/property owner.
- The customer can demonstrate the leak was repaired within 10 days of discovery.
- The customer's account is current, unless prior arrangements have been made.
- The customer has not received a leak adjustment within the past 12 months.
- The water customer completes and submits a "Request for Adjustment Due to a Leak" form, along with proof of the repair, within 30 days of making the repair. Forms can be obtained on-line at [www.sherwoodoregon.gov](http://www.sherwoodoregon.gov) or by calling City of Sherwood Utility Billing at 503-925-2315.

### **The City:**

- Will only issue credit for actual water consumption.
- Will not issue credit under \$10; \$10 is the minimum credit that may be issued.
- Will not issue credit in excess of \$1,500; \$1,500 is the maximum credit that may be issued.
- Will not issue credit for leaks related to water features (fountains, ponds, etc.), irrigation, swimming pools, and hot tubs.
- Will not issue credit for more than two billing periods.
- Assumes no responsibility for damage, repairs or inspections necessitated by leaks.

### **Calculation of Adjustments for Water Loss**

- If it is determined that water loss has occurred on the customer's side of the meter and repairs have been made the customer may receive up to 50 percent credit of the estimated excess consumption for no more than two billing periods.
- The calculation of the credit will be based on customer's prior use during the same period of time in the previous three years. The average is calculated at the current rate for the billing cycle of the leak. The difference is divided by 50%.
- Where there is no previous customer use history, the customer's average will be based upon the city-wide average for their classification or determined by the Utility Billing department.
- The billing department will adjust the average winter month's consumption leaks occurring during the months of November through April.



# City of Sherwood

## UTILITY BILLING

### Request for Adjustment Due to a Leak

Completion of this form does not guarantee an adjustment will be made to your water bill. Once the review is complete, the adjustment, if any, will be applied to your account. Please allow 4-6 weeks for the adjustment to appear on your utility bill. The city expects leaks to be repaired within ten days of discovery. Please fill the form out completely. No adjustment may be given on delinquent accounts or on accounts that have received a leak adjustment within the last 12 months. If you have any questions, call our Utility Billing office at 503-925-2315. Return form with required attachments to: City of Sherwood Utility Billing, PO Box 638., Sherwood, OR 97140.

NAME \_\_\_\_\_ ACCOUNT NO. \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

BILLING ADDRESS (if different) \_\_\_\_\_

DAY PHONE \_\_\_\_\_ EVENING PHONE \_\_\_\_\_

CAUSE OF LEAK (Explain): \_\_\_\_\_

DATE LEAK FOUND: \_\_\_\_\_

DATE LEAK REPAIRED: \_\_\_\_\_ (Provide Plumber Bills or Receipts)

HAVE ANY WATER CREDITS BEEN GIVEN IN PAST YEAR? \_\_\_\_\_

DESCRIPTION OF REPAIRS: \_\_\_\_\_

I acknowledge that the information given above is true and correct to the best of my knowledge. I have read and understand the City's Credit for Leak Adjustment practice. Understanding that I am not eligible for another leak credit until one year from the granting of this credit, I still wish to make this application for a credit. (NOTE: If this is a tenant account, the property owner or agent for the owner must sign below acknowledging they understand no further adjustment for a water leak will be given for one year.)

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

Owner/Agent Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

**YOU MUST SUBMIT COPIES OF PLUMBER'S BILLS AND/OR RECEIPTS FOR PARTS THAT ARE REQUIRED TO FIX THE LEAK.**

**For Office Use Only: Date Received:** \_\_\_\_\_

**Receipt: Yes \_\_\_\_\_ No \_\_\_\_\_ Month of Leak: \_\_\_\_\_ Credit Amt: \_\_\_\_\_ Approval Date: \_\_\_\_\_ Denial Date: \_\_\_\_\_**