



# Rivergrove Water District

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# Water Leak Credit Request



Per Rivergrove Water District Water Service Ordinance, customers are responsible for all water consumption on the customer side of the water meter. As such, consumption charges for water leaks that originate on the customer side of the water meter are the responsibility of the customer.

However, to provide assistance and promote goodwill, the District may consider crediting a water utility customer's account per policy noted in Rivergrove Water District Resolution 2024-01. For credit consideration, the water customer account holder **must complete Section 1 below**:

## SECTION 1 - TO BE COMPLETED BY THE CUSTOMER

### UTILITY CUSTOMER INFORMATION

(Please type or print clearly)

Customer Name:		Service Address:
Daytime Phone:	Service Number:	

### REPAIR DATE

### LEAK REPAIR RECEIPTS - PLEASE ATTACH

Date Leak Repaired:	<input type="checkbox"/> Attached
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Brief Description of Leak Failure & Repair:

I certify that I am the account holder and that the leak has been repaired. I request that the Rivergrove Water District consider my request for a water leak credit.

**Customer Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT

Date Form Received:

Meter Read Date to use for Water Leak Credit Evaluation:

If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:

Estimated leak period based on consumption history (attach service history) : \_\_\_\_\_

Estimated past normal usage during leak period: \_\_\_\_\_ Leak bi-month consumption: \_\_\_\_\_

Past average normal usage in same billing cycle (or est ave consumption if less than 1 year of ( \_\_\_\_\_ )  
*(NOTE: if estimating average consumption, attach calculation documentation)*

Estimated leak consumption of the leak billing period divided by 2= -----

Multiplied by the rate used to calculate billed charges during the leak billing period: ----- X

Calculated water leak credit amount: -----

Reviewer's Initials:

Approver's Initials:

Credit Granted

Credit Denied

If Leak Credit Granted:

Date Applied: \_\_\_\_\_ Initials: \_\_\_\_\_