



## **RIVERGROVE WATER DISTRICT**

### **RESOLUTION NO. 2017-04**

#### **A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE RIVERGROVE WATER DISTRICT TO ADOPT REVISIONS TO THE DISTRICT'S CUSTOMER LEAK ADJUSTMENT POLICY**

**WHEREAS**, the Rivergrove Water District (District) is not responsible for water leakage and the cost of water loss from the District water meter to the customer's tap; and

**WHEREAS**, the District understands that service line breaks and home water infrastructure failures can occur and not be detected by the customer until the District water meter is read; and

**WHEREAS**, an undetected service line break or other source of water loss may place a financial burden upon the customer.

**BE IT RESOLVED** the District's current leak adjustment policy as stated below shall be amended for better understanding to our customers:

32(c) The District recognizes that leakage at a customer's premises may occur and offer to the customer the ability to apply for a leak adjustment credit. The customer may qualify for the leak adjustment credit under the following conditions. When the water bill is at least three times the amount for the same period in the prior year, (or the last three months average, if residency is less than one year) and the customer presents a written request for monetary relief, accompanied by a receipt for repair (or other satisfactory evidence of repair) of the leak within 30 days, the bill may be adjusted. Consumption based on the same period in the prior year will be billed at the regular rate. The over consumption will be billed at half the regular rate.

**BE IT FURTHER RESOLVED** the following leak adjustment policy information in addition to our current policy shall take effect **August 31<sup>st</sup>, 2017**:


- 1) The intent of this District policy is to provide some financial relief to customers who receive a high water bill resulting from a water leak at their property.

- 2) A water leak or water leakage is defined as any water lost on the customer's side of the District water meter resulting from a condition where repair and/or replacement of infrastructure (service line or interior plumbing, etc.) is required to terminate the water leak.
- 3) To qualify for a leak adjustment credit the leak has to be located in the underground main service line between the meter and the house or in piping concealed beneath a building or inside of building walls. Leaking faucets, leaking toilets, water softeners, irrigation systems or accidental over-watering are ineligible. No consideration will be given for irrigation leaks or water features (fountains, ponds, pools, hot tubs.)
- 4) Water usage resulting from conditions that did not involve repairs or replacements (such as leaving an outdoor watering hose or irrigation sprinkler system on too long) are not eligible for a water leak adjustment by the District.
- 5) Any District customer in good standing may apply and be considered by the District to receive an adjustment to their current water bill according to this policy.
- 6) To be eligible for a water leak adjustment, the customer is first required to promptly resolve the water leakage at the customer's own expense (The District is not fiscally responsible for repairs or replacements needed on the customer side of the District water meter).
- 7) Once the repairs are complete, and within one billing cycle of when repairs have been made, the customer is responsible for requesting a water leak adjustment in writing on the approved District form (See Exhibit A) either at the District office or through the District's web site at [www.rivergrovewater.com](http://www.rivergrovewater.com).
- 8) The customer's leak adjustment request must include a statement of where the leakage occurred, receipts from the repairs, and what steps were taken (what work was done) to terminate the water leakage.
- 9) No more than one water leak adjustment shall be granted to a customer during a rolling 24-month period.
- 10) Upon receiving a water leak adjustment request, the District will calculate a water leak adjustment credit of up to 50% of cost of the amount of water lost. The water leak adjustment credit excludes the fixed service charge(s) portion of the bill and normal historical water use during the billing period. The customer's cost for infrastructure repairs (materials and labor) or damage done to other property as a result of the customer's water leak is not eligible for reimbursement by the District.
- 11) If the water leak adjustment credit is approved by the District it will be applied to the customer's account as a credit on their next regular monthly water bill. The value of the credit shall not exceed \$500 per water leak adjustment request.
- 12) The customer has the right to appeal the District's leak adjustment decision to the District Board of Commissioners at their next regular meeting.
- 13) The customer may appeal the District's decision to the Board of Commissioners when the District determines that the customer does not qualify for a leak adjustment or if the customer disagrees with the amount of the leak adjustment.

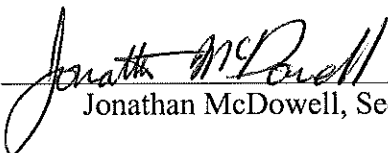
- 14) A customer who chooses to appeal the decision must notify the District of their desire to appeal by submitting a written request. The customer must indicate the reason for their appeal and include information supporting the appeal. The District will notify the customer of the date the Board of Commissioners will consider the appeal. The following information **is required for an appeal**:
- a. Customer's name, address, email, and phone number.
  - b. A copy of the water bill(s) in question.
  - c. A copy of the completed leak adjustment form (including receipts).
  - d. A copy of the District's decision.
- 15) The Board of Commissioners will review the customer's appeal at the next regular monthly meeting. The District will convey the Board's decision in writing to the customer within thirty (30) days of the review. All decisions of the Board of Commissioners are final.

INTRODUCED AND ADOPTED THIS 30<sup>th</sup> DAY OF August, 2017

**RIVERGROVE WATER DISTRICT**

By   
Shon DeVries, Chair

ATTEST:

By   
Jonathan McDowell, Secretary/Treasurer





## Rivergrove Water District

17661 Pilkington Rd  
Lake Oswego, OR 97035  
Phone: (503) 635-6041 Fax: (503) 699-9423

## 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 2017-04. 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:

☐ Attached

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 ( \_\_\_\_\_ )  
(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: \_\_\_\_\_