

Water Leak Review Request

Account number: _____ Today's date: _____

Name: _____ Daytime phone: _____

Email: _____

Date leak discovered: _____ Date leak repaired: _____

Service address: _____

Describe issue and repair made:

Policy

1. Repairs need to be made within 30 days after the leak is discovered or from notification from the City of a possible leak, whichever is first.
2. Once repairs are complete, a request for an adjustment must be received within four months of the date the repairs were made.
3. The amount of water used during the leak period is compared to the amount of water used during the same time of year when no leak was present to determine amount of leak.
4. If approved, adjustment is for no more than 50% of the overage as determined by number 3.
5. Approved leak adjustments are for water consumption units only.
6. Payment is due as shown on your billing statement unless payment arrangements are made. If you need additional time or wish to pay after your account has been reviewed for a leak adjustment, call our office at (503) 618-2373 to avoid late fees.

**** A delay in repair could result in leak adjustment denial.**

The submission of this form is not a guarantee that any adjustment will be made to your account **

Signature

Date

