



## WATER LEAK ADJUSTMENT FORM

### Contact Information:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Account No. \_\_\_\_\_ Rent: \_\_\_\_\_ Own: \_\_\_\_\_

### Site Where the leak occurred:

Address: \_\_\_\_\_ Owner's Name: \_\_\_\_\_

Date Noticed Leak: \_\_\_\_\_ Date of repair: \_\_\_\_\_

Location of leak: \_\_\_\_\_

### Approved water leak adjustment amounts will be calculated if the following conditions are met:

1. The water usage exceeds the historical peak annual monthly usage by 2 times (200%) (excluding the leak period). One adjustment per meter per calendar year.
2. Water used to fill Swimming Pools, washing cars, and irrigating lawns are not considered a leak.
3. Leak must be repaired within 30 days of noticing leak.
4. LEAK MUST BE VERIFIED BY THE CITY OF OAKLEY
5. As the difference in the water billed during the water leak and the historical peak annual monthly water usage multiplied by 50 percent:  $\text{DIFFERENCE} * 0.50 = \text{ADJUSTMENT AMOUNT}$

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### City Staff Use Only

Date Reviewed: \_\_\_\_\_ Reviewed By: \_\_\_\_\_



Approved



Denied

If denied, please provide an explanation: \_\_\_\_\_

WATER USED – LEAK (1000 GALLONS) – 1) \_\_\_\_\_

WATER USED – PEAK (1000 GALLONS) - 2) \_\_\_\_\_

IS 1 DIVIDED BY 2 GREATER THAN OR EQUAL TO TWO?  $1/2) =$  \_\_\_\_\_ YES \_\_\_\_\_ NO

IF YES – CALCULATE ADJUSTMENT AMOUNT IF NO - DENY

WATER LEAK BILL AMOUNT – WATER ONLY A \$ \_\_\_\_\_

PEAK MONTHLY WATER BILL – WATER ONLY B \$ \_\_\_\_\_

DIFFERENCE A MINUS B EQUALS C  $(A - B) = C$  C \$ \_\_\_\_\_

C MULTIPLIED BY 50 PERCENT EQUALS D  $(C * 0.50) = D$  D \$ \_\_\_\_\_

D EQUALS ADJUSTMENT AMOUNT \$ \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

A PROPERTY CAN ONLY RECEIVE ONE (1) LEAK ADJUSTMENT PER YEAR.

THE WATER USAGE DURING THE TIME THE LEAK MUST EXCEED THE PEAK ANNUAL MONTHLY USEAGE BY AT LEAST 2 TIMES (200%). IF THE USAGE IS LESS THAN 2 TIMES THE AVERAGE MONTHLY USAGE NO ADJUSTMENT WILL BE MADE, HOWEVER, THE CITY MAY ALLOW MONTHLY PAYMENTS (UP TO SIX (6) MONTHS) ON THE EXCESS PORTION OF THE WATER BILL. THE CUSTOMER MUST KEEP THEIR MONTHLY BILL CURRENT.

IF THE WATER LEAK ADJUSTMENT IS APPROVED, THE ADJUSTMENT WILL BE CREDITED TO THE BALANCE DUE ON THE ACCOUNT. LEAK CREDITS WILL ONLY BE REFUNDED IF THE ACCOUNT IS CLOSED AND THE CUSTOMER HAS A CREDIT BALANCE REMAINING ON THE ACCOUNT.

THE CITY MAY ALLOW MONTHLY PAYMENTS (UP TO SIX (6) MONTHS) ON THE REMAINING PORTION OF THE WATER BILL. THE CUSTOMER MUST KEEP THEIR MONTHLY BILL CURRENT.

WATER USED TO FILL SWIMMING POOLS, WASHING CARS, OR IRRIGATING LAWNS OR GARDENS ARE NOT CONSIDERED LEAKS. FAUCETS OR OTHER WATER OUTLETS LEFT RUNNING ALSO DO NOT COUNT AS A LEAK.

CITY VERIFICATION OF LEAK – By initialing I verify that the extra water usage was the result of a leak noted by:

- \_\_\_\_\_ EXCESS USAGE NOTED WHILE READING METERS OR PREPARING BILL
- \_\_\_\_\_ THE LEAK INDICATOR WAS SPINNING
- \_\_\_\_\_ POOLED, SPRAYING, OR BUBBLING WATER WAS SEEN ON THE PROPERTY
- \_\_\_\_\_ THE OWNER PROVIDED PROOF OF REPAIR OF THE WATER LEAK
- \_\_\_\_\_ PHOTOS OF THE REPAIR
- \_\_\_\_\_ A COPY OF REPAIR ITEM RECEIPTS OR CONTRACTOR INVOICES