



WATER LEAK CREDIT APPLICATION

City of Willamina

City Hall 411 NE C Street • Willamina, OR 97396
503-876-2242 • willaminaoregon.gov

Water Leak Credit Application

This form does not guarantee credit to your utility account. The billing department makes the determination of credit eligibility after review. *Please make sure the repair is complete and all excess water use has been billed prior to submission of your application for credit.* If the application is approved prior to the completion of a billing cycle that would have included excess water usage, a second credit will not be allowed.

Customer/Owner Name: _____ Account Number: _____

Service Address: _____ Contact Phone: _____

Mailing Address: _____ City: _____ State/Zip: _____

Customer/Owner Signature: _____ Date: _____

Describe the circumstances that led to excessive water usage:
Date(s) water usage affected: _____

REPAIR
Date of repair completion: _____
<input type="checkbox"/> Attach documentation showing valid repair (receipt, invoice for repair, etc.)

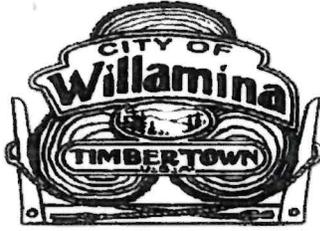
Reasonable efforts to locate a leak and initiate repairs must be made within thirty (30) days of the City's or property owner/occupants initial notification of increased usage. The property owner or occupant must provide proof of completion of the repair within thirty (30) days of said notification. *

No credit will be given for excess usage due to circumstances such as carelessness, vacant property, or private retaliation, etc. In addition, no credit will be given for non-domestic usage (i.e. construction, etc.) **Credits shall be limited to one per calendar year per address.** *

If approved, utility accounts may be credited an amount equal to 50% of the higher-than-normal water usage during a known or suspected leak period. The maximum adjustment period cannot exceed (60) days. *

OFFICE USE ONLY	
Adjustment billing period:	
Average Usage:	Overage:
Overage Charge: \$	Credit Amount: \$
Staff Approval:	
Date Credit Applied:	Staff Initial:

*Water leak adjustment policy, **Resolution No. 10.11-019 Exhibit A.**



Mayor Vernon Mosser

Council Members:
Ila Skyberg, Council President
Corey Adams
Rita Baller
Allan Bramall
Randall Long
Laurie Toney

City Staff

City Recorder: Sue Hollis
Office Coordinator: Debra Bernard
Library: Melissa Hansen & Denise Willms
Public Works Superintendent: Jeff Brown

BEFORE THE COUNCIL OF THE CITY OF WILLAMINA SITTING FOR THE TRANSACTION OF BUSINESS
RESOLUTION NUMBER 10.11-019

In the Matter of Establishing a Courtesy Water Leak Adjustment Policy

WHEREAS, the City of Willamina operates a water system; and

WHEREAS, the City Council wishes to encourage property owners and occupants to maintain their portion of the system; and

WHEREAS, wishes to establish a Water Leak Adjustment Policy as a method to encourage proper maintenance;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WILLAMINA :

Section 1. THAT the City Council hereby adopts the "City of Willamina Courtesy Water Leak Adjustment Policy" attached hereto as Exhibit A and by this reference made a part hereof; and

Section 2. THAT this resolution shall become effective immediately upon adoption

PASSED and ADOPTED by the City Council of the City of Willamina this **14th day of April, 2011.**



Vernon Mosser
Vernon Mosser, Mayor

ATTEST:

Sue Hollis
Sue Hollis, City Recorder

CITY OF WILLAMINA COURTESY WATER LEAK ADJUSTMENT POLICY

Residential and Commercial Water Courtesy Leak Adjustment Policy
Administrative Rule Adopted by Council

PURPOSE

The purpose of this rule is to provide guidance and repair expectations for customers who utilize City water services and to ensure appropriate and consistent application of courtesy leak adjustments by City staff.

DEFINITIONS

Leak: An unintentional water loss caused by a broken pipe(s) and/or malfunctioning or broken plumbing fixture(s) at a residence or building. For the purposes of this policy, the residential water line begins on the customer side of the water meter.

Courtesy Adjustment: A credit applied to a water service account equal to 50% of the higher than normal water usage during a known or suspected leak period based upon water use above the base rate during that leak period compared with usage during the same month(s) in the immediately preceding year, if available, or the immediately prior month(s) if the owner/occupant has been at the address for less than one year. Maximum adjustment period cannot exceed sixty (60) days.

Notification: For the purposes of this policy, City notification may include, but is not limited to, a billing statement, a notice delivered by mail to the owner or occupant, a courtesy phone call, or a notice left at the property. Customer notification maybe in the form of a phone conversation or written statement to the City of Willamina Public Works Department.

OBJECTIVE

The objective of this rule is to provide an opportunity for customers to request courtesy adjustments to water use charges where a leak exists in the water system on the customer's side of the meter.

REQUIREMENTS

- It is the sole responsibility of the owner/occupant of a residence or building to maintain water lines connected to the customer side of the meter, as well as any plumbing/appliances that require water, and to determine if a leak exists in said water lines or if they have broken and/or malfunctioning plumbing or appliances.

- Notification of a suspected leak can be made either by the City of Willamina or by the property owner or occupant.
- Reasonable efforts to locate the leak and initiate repairs must be taken within thirty (30) days of the City's or property owner/occupant's initial notification or increased usage. Exceptions may be considered for extraordinary circumstances such as severe weather, need for extensive excavation, or leaks occurring while owners/occupants are temporarily away from the residence/building (such as on vacation).
- Property owner or occupant must provide proof of completion of the repair of the leak within thirty (30) days of either (a) the date they were notified by the City of a higher than normal water consumption, or (b) the date on which the property owner or occupant notified the City of a known or suspected leak.
- An adjustment may occur only after all leaks have been repaired and verified with a field check of the meter by City staff. Obtaining a second meter reading may be necessary, within a minimum of thirty (30) days, to verify whether leaks have been repaired and usage has returned to normal.
- Except as otherwise noted herein, there will be no credit for any period more than thirty (30) days prior to the billing cycle in which the leak or suspected leak was detected or thirty (30) days following the date of the Leak Notification by either party. Maximum leak adjustment period is sixty (60) days.
- Credits shall be limited to one per calendar year per address with documentation as noted previously.
- Water loss due to theft, vandalism, or construction damage is not covered under this policy. Resolution of these instances is the responsibility of the customer.