

### 13.04.060 Leak adjustments

1. Residences with a probable water leak may apply for an adjustment to their water bill. The request for adjustment must meet the following criteria:
  1. Application must be on a City approved Leak Adjustment Request Application form;
  2. The leak must be substantiated by the Public Works Department;
  3. The leak must be repaired within 15 (fifteen) days of discovery by the water user or within 15 (fifteen) days of notification to the City, whichever is sooner.
2. Leak adjustments are intended for water line leaks that cause an abnormally high monthly water bill. Adjustments will not be granted for faulty plumbing fixtures such as running toilets or leaky faucets, improperly set irrigation systems, or water lines broken as a result of construction.
3. Satisfactory proof of repairs must be submitted with required application. Satisfactory proof of repairs must include:
  1. A description of the repairs that were done;
  2. A copy of the repair bill or receipts for necessary parts to complete the required repairs.
4. The City will assume no responsibility for costs associated with the repair.
5. Water bill adjustments caused by leaks will be for one-half of the total water consumption over and above the average consumption for that residence. The average consumption will be calculated by using the consumption for the same month's billing cycle as in the previous three year's. In the event that three years of water consumption records are not available, the City Administrator, or his designee, will determine the average consumption based on the best information available.
6. Leak adjustments will be allowed once every two years - per residence. Exceptions, due to extraordinary circumstances, to this rule may be authorized by the City Administrator or his designee.



# City of Central Point

## Leak Adjustment Request

The City of Central Point will assume no responsibility for costs associated with the repair.

Date \_\_\_\_\_

Account # \_\_\_\_\_

Service Address \_\_\_\_\_

Customer Name \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

Phone Number \_\_\_\_\_

Owner/Landlord Name \_\_\_\_\_

Alternate Phone Number \_\_\_\_\_

**Leak adjustments will be allowed once every two years – per residence.**

Exceptions, due to extraordinary circumstances, to this rule may be authorized by the City Administrator or his/her designee.

Explanation and location of leak:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**▶▶▶▶ Repair Description & Receipts Must Be Attached ◀◀◀◀**

(Copies only. Black out all credit card #'s)

\_\_\_\_\_  
Date Repaired

\_\_\_\_\_  
Repaired by

**X**

\_\_\_\_\_  
Customer Signature and Today's Date

### *For Office Use Only*

Service Period	Billed Consumption	Amount Billed	Adjusted Consumption	Adjusted Amount

\$ \_\_\_\_\_  
Total Account Adjustment

\_\_\_\_\_  
Approved By

\_\_\_\_\_  
Date