



CITY OF BEND

City of Bend Leak Adjustment Policy

To qualify for a leak adjustment, the following conditions must be met:

- The leak must be repaired and the repairs must be permanent.
- Within **60 days** of the repair, the completed "Leak Adjustment Request" form and documentation, such as repair invoices, must be submitted to the City's Utility Billing office.

A water leak is defined as an unpreventable break in the water and/or sprinkler system.

Some common examples of a water leak:

Frozen pipes due to inclement weather, tree roots causing breaks in the system, or broken parts within the system.

Some common examples of constant consumption that are not a water leak:

Hose left running, water feature, valves not closed correctly or faucets left open intentionally or by accident, improper use, settings or management of sprinkler system.

The City does not reimburse for any parts or repair costs that were incurred because of the leak.

Questions – Please contact Utility Billing at 541-388-5515

Adjustment Request Procedure:

Complete the leak adjustment request form (3rd page). If you need a new copy, you can find the form on the City of Bend website at: www.bendoregon.gov/utilitybilling or request one from the City of Bend Utility Billing department by:

Phone: 541-388-5515

E-mail: utilitiesonline@bendoregon.gov

In Person/Mail: Utility Billing, City of Bend, 639 NW Franklin Avenue **or** PO Box 1024, Bend OR 97709

City of Bend Water Customers

Requests for water leak adjustments may be made following the repair of a leak. Customers must make reasonable efforts to locate the leak and initiate repairs within 30 days of the City's notification or following a noticed increase of usage appearing on monthly bills. The account may qualify for a billing adjustment if a review of the account concludes that a leak existed and that the leak had a negative

impact on the amount billed. If the leak occurs within the months of December, January or February, the winter quarter average used to determine your sewer volume charges will also be reviewed for possible adjustment.

The City of Bend allows a customer no more than one water leak adjustment per water meter in any 24-month period.

If the leak occurred on the City's side of the meter or due to malfunction of the water meter, the customer will not be responsible for any excess water charges beyond the consumption for the same billing period from the previous year.

Other Water Provider Customers

Requests for sewer volume charge basis adjustments made by other water provider customers paying a City of Bend sewer bill will follow the same guidelines with the following exceptions.

- Leak notification received from other water provider not City of Bend
- Leak must have occurred within the months used to calculate the sewer volume charge basis

Adjustment Methodology:

City of Bend Water Customers

Typical water use for City of Bend water customers will be based on the water use for the same billing period from the previous year. If there is insufficient history, research may be necessary to establish a typical consumption amount for the period of time the water leak occurred before an adjustment can be made. For new City of Bend water customers without sufficient usage history, it may be necessary to establish additional consumption history before an adjustment can be made. If actual consumption cannot be determined, the City's default value will be applied.

If an adjustment is warranted, water consumption above the typical usage will be calculated and a credit will be provided for 50% of the excess consumption.

If a sewer volume charge adjustment is warranted, the adjustment will be for 100% of the difference between the adjusted winter quarter average (WQA) consumption amount and the leak inflated WQA consumption amount.

A maximum of up to 4 months of billed charged will be allowed for any credit adjustments.

The adjustment will be applied in the form of an account credit using the rate in place at the time of the leak. The utility customer will be contacted at the conclusion of the determination process. **Please allow 4-6 weeks for processing.**

Other Water Provider Customers

The calculation of typical water use for other water provider customers will follow the same guidelines as City of Bend customers with the following exceptions.

- City of Bend will not calculate or provide any credit for excess water consumption



CITY OF BEND

City of Bend Leak Adjustment Request Form

Check the box next to your water provider:

City of Bend

Avion

Roats

Seventh Mountain Golf Village Water Company/Widgi Creek

Customer Name: _____ Account Number: _____

Service Address: _____

Home Phone: _____ Work/Cell Phone: _____

Date Leak Discovered: _____ Date Leak Repaired: _____

Description of Leak (faucet, toilet, water line, etc.): _____

Description of the Repair (include repair invoice or receipts): _____

By initialing, I understand there is a 60-day time limit from the date of repair to submit the Leak Adjustment Request Form to the City of Bend. _____ (Initials)

Customer Signature: _____ Date: _____

By signing this form, you acknowledge the City of Bend's Leak Adjustment Policy. Forms received without customer initials and signature will not be processed.

Return Form to: City of Bend, PO Box 1024, Bend OR 97709 or Fax: 541-385-6675

Internal Use Only

Date Received: _____ Received By: _____

Leak Confirmed Y/N: _____ Application: Approved / Declined: _____

WQA Review Year(s): _____ INFOR Entry/Scan Date: _____