



Water Leak Adjustments

Per City of Silverton Municipal Code 13.04.215, a customer must submit in writing a request for a leak adjustment to their utility bill if they have permanently repaired a qualified leak. The customer must verify in writing the type of leak, when it was found, when it was repaired and provide pictures and/or receipts. The customer has 30 days to repair the leak after informing the City that a leak exists and was caused by either a broken pipe or pipe connection.

No more than two (2) consecutive months of water and/or sewer bills from before the customer fixed the leak will be adjusted. Sewer bills will only be adjusted if the charge is based on water consumption. The utility billing clerk will automatically pull and, (if necessary) adjust the second month's bill when a leak is reported and it was affected by the leak. This will ensure the customer does not have to report the same leak twice.

If eligible, the utility billing clerk will make an adjustment by determining the difference in the customer's normal consumption and the consumption during the month(s) when the leak occurred. The difference in consumption will be posted as a credit to the account. After the leak is adjusted, a **\$10.00** service fee shall be deducted from the credit. *The leak adjustment process can take up to 30 days to complete so any amount due will need to be paid before the due date to avoid additional fees being added to your account.*

The City will repair any leak that occurs during the course of installation of a water meter or repair of water meter including, gaskets and meter couplers in which case the \$10.00 service fee will be waived unless the leakage was caused by poor condition of the customer pipe.

Water and Sewer

If the leak was caused by a broken pipe or pipe connection and is not caused by obvious neglect or improper installation the utility billing clerk will reduce the consumption by the excess over the user's normal water/sewer bill.

Eligible: 1. Broken pipes
 2. Broken fittings/connections

Not

Eligible: 1. Leaky valves, such as faucets, hose bibs, toilet valves
 2. Unattended valves
 3. Improper installation of pipe, valves, or fittings
 4. Obvious neglect of exposed piping
 5. More than one leak adjustment for the same broken pipe or fitting within the last two (2) years.

Prior to any adjustment being made city staff must verify the leak has been properly and **permanently repaired**. The City is not responsible to expose or locate leaks on private property.

Please submit the "Leak Adjustment Request" form to the Finance Department at City Hall, 306 S. Water St., along with a copy of any receipts, invoices and pictures pertaining to the repair of the leak.

CITY OF SILVERTON

Leak Adjustment Request



Today's Date: _____

Customer Name:	Service Address:
Account Number:	Phone Number:
When was the leak found?	When was the leak repaired?

Invoice(s)/receipt(s)/picture(s) MUST be attached

****May Send to: finance@silverton.or.us**

Provide a description of: the type of leak, location of leak, and how long you think the leak had been going on?

I understand that all documents must be received before my account will be reviewed for a leak adjustment. I also understand that upon inspection by the City of Silverton, if all leakage had been corrected and my consumption has decreased, my bill may be considered for an adjustment. Any adjustment made will be reflected on my next bill.

Customer Signature

Date