



Water Leakage Adjustments

When a customer informs the City of an abnormally high usage or a known water leak on his/her side of the meter in a timely manner, and the billing clerk can confirm the abnormal usage, a meter technician will be dispatched to the address to determine or verify the source and extent of a leak or an incorrect reading. The City is not responsible to expose or locate leaks on private property.

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

Prior to any adjustment being made the meter technician must verify the leak has been properly and permanently repaired. Also, the customer must verify in writing the type of leak, when it was found and when it was repaired. 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 or invoices pertaining to the repair of the leak.

If eligible, the billing clerk will make a leakage 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 14 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 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 is a broken pipe or pipe connection and is not caused by obvious neglect or improper installation then the billing clerk will reduce the consumption by the excess over the users normal water/sewer bill.

Eligible: 1. Broken pipes
 2. Broken fittings

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 pip or fitting per calendar year

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, Finance Department, 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