



City of Tigard Credit for Leak Adjustment Practices and Procedures

All water lines and plumbing on the outlet side of the water meter are considered “private” and are the responsibility of the customer/property owner. However, the City recognizes leaks in water lines, plumbing, and water-related equipment occur, despite proper maintenance and diligence on the part of the customer/property owner.

In order to provide financial relief to customers/property owners who experience sizeable water leaks, **the City will consider granting an adjustment to the customer’s water bill under the following circumstances:**

- The leak did not result from a willful or negligent act on the part of the customer/property owner.
- The customer can demonstrate the leak was repaired within 20 days of discovery.
- The customer’s account is current, unless prior arrangements have been made.
- The customer has not received a leak adjustment within the past 36 months.
- The water customer completes and submits a “Credit for Leak Adjustment” form, along with proof of the repair, within 30 days of making the repair. Forms can be obtained on-line at www.tigard-or.gov/ub or by calling City of Tigard Utility Billing at 503-718-2460.

The City:

- Will only issue credit for actual water consumption.
- Will not issue credit under \$10; \$10 is the minimum credit that may be issued.
- Will not issue credit in excess of \$2,000; \$2,000 is the maximum credit that may be issued.
- Will not issue credit for leaks related to water features (fountains, ponds, etc.), swimming pools, and hot tubs.
- Will not issue credit for more than two billing periods.
- Assumes no responsibility for damage, repairs or inspections necessitated by leaks.

Credit for Leak Adjustment Calculations

▪ **Leak Credit Rate**

The leak credit rate is a portion (usually close to 50%) of the highest water tier rate for each customer classification as adopted by Council.

▪ **Past usage for the same billing period**

Past usage equals the five-year average usage for the billing period in which the leak occurred. If a five-year history has not been established, the average will be based on whatever history is available for the billing period. If no history exists for the billing period, the past usage will equal the system average of 8 units per billing cycle (1 unit = hundred cubic feet or “ccf” = 748 gallons).

Example: A “residential customer” has a high bill based on 40 units of water used in January. Their normal water usage for the past five January billing periods was 9 units, 8 units, 7 units, 9 units, and 7 units. The five-year average for this billing period equals 8 units (40 units divided by 5 years = 8 units). A leak was discovered and repaired within 20 days.

Calculating Leakage: The difference between past usage and current usage for the same billing period equals the amount of the leak.

Therefore 40 units – 8 units (average use) = 32 units leakage.

Calculating Adjustment: The 32 units of leakage are multiplied by the leak credit rate of \$3.17 for residential customers. This customer receives a credit of \$101.44 as an adjustment on their next billing period.

Appeal Process

Should any customer/property owner feel these practices and procedures were not implemented correctly, they may appeal the staff decision within 30 days to the Assistant Finance Director.

CITY OF TIGARD CREDIT FOR LEAK ADJUSTMENT

The City of Tigard has a practice of issuing partial credits for leaks that are repaired in a timely manner. The city expects leaks to be repaired within **20 days** of discovery. Credits are based on your average usage for the same period in previous years. This average is deducted from the total consumption used during the time of the leak. The excess usage is charged at the wholesale mark up credit rate based on customer type classification. This credit amount is applied to the next billing invoice as the Credit for Leak adjustment.

Please fill the form out completely. Please allow 30 days for your adjustment to appear on your utility bill. **No adjustment may be given on delinquent accounts, or if a previous credit was given at the same address within the last 36 months.** If you have any questions, call our Utility Billing office at 503-718-2460.

Return form to: Tigard Utility Billing, 13125 SW Hall Blvd., Tigard, OR 97223; or ubonlinepay@tigard-or.gov

Name _____

Service Address _____

Phone No _____ Account No _____

Cause Of Leak (Explain) _____

Date Leak Found: _____ Date Leak Repaired: _____

Have Any Water Credits Been Given In Past 3 Years? _____

I acknowledge that the information given above is true and correct to the best of my knowledge. I have read and understand the City's Credit for Leak Adjustment practice. Understanding that I am not eligible for another leak credit until 36 months from the granting of this credit, I still wish to make this application for a credit. If this is a rental, the owner must also sign that he is aware no further adjustment for a water leak would be given for 36 months.

Signature Date

Owner signature if Rental Date

**YOU MUST SUBMIT PROOF OF REPAIR REQUIRED TO FIX THE LEAK
(SUCH AS COPIES OF PLUMBER'S BILLS AND/OR RECEIPTS FOR PARTS).**

FOR OFFICE USE ONLY

Leak Credit Rate - July 2024

\$3.91	\$2.61	\$3.93	\$3.11	\$4.41
RES	MUR	COM	IND	IRR

Previous year's usage: _____ = _____ ÷ #periods used = _____

$$\frac{\text{Leak Period, ccf}}{\text{Average, ccf}} = \text{Leak, ccf} \times \$ \frac{\text{Leak Credit Rate}}{\text{Credit Adjustment}}$$

Total Credit: \$ _____ **Date Issued:** _____ **Issued By:** _____